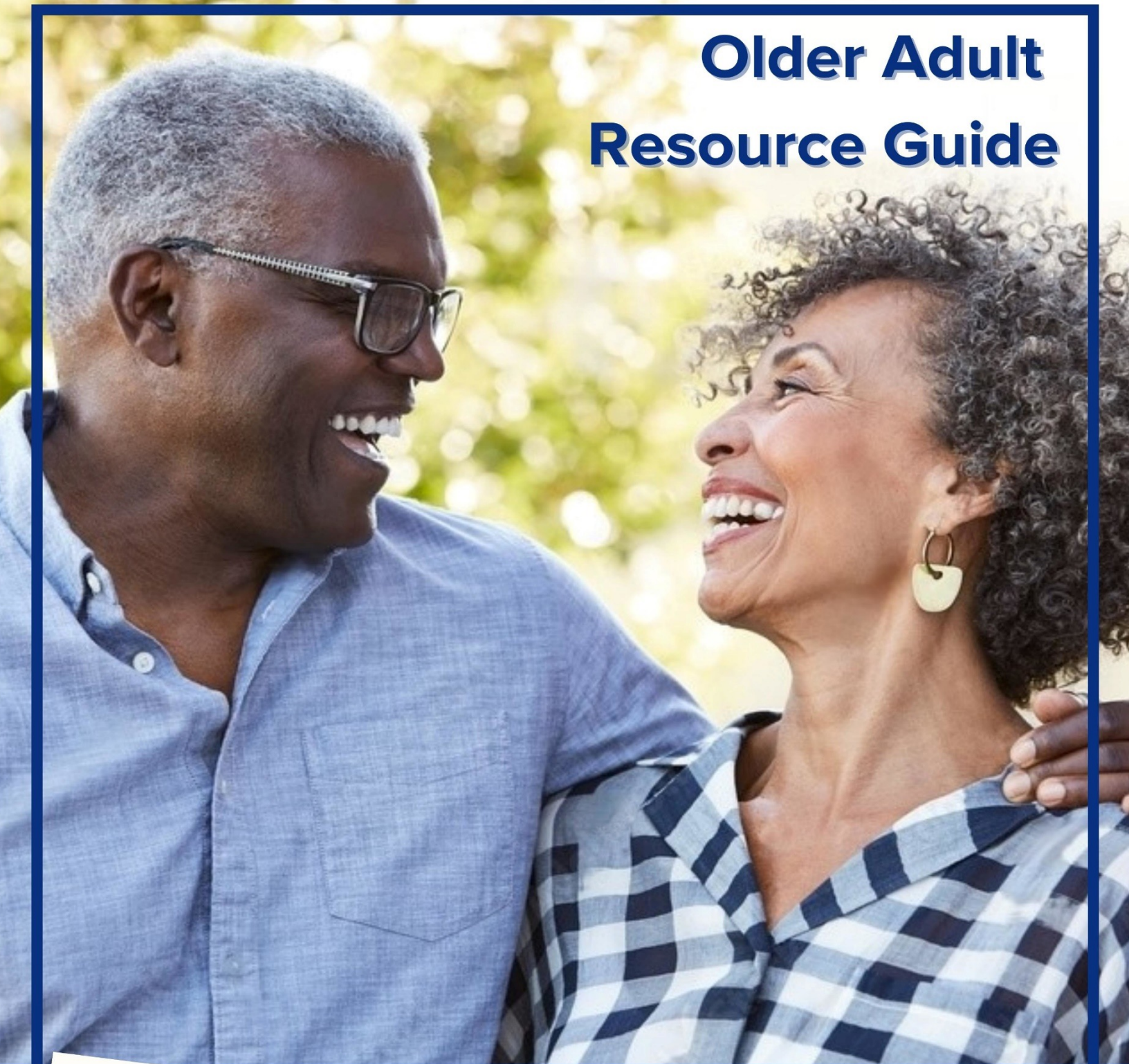


Older Adult Resource Guide



**GREATER SPRINGFIELD
SENIOR SERVICES, INC.**
DIGNITY - PASSION - PURPOSE

Emergency
Response
Systems



Industry
Leading
Response
Time



Medication
Monitoring



For more than 30 years, VRI + NEERS, a Modivcare Service, has supported our members with **Personal Emergency Response Systems (PERS)** and **Medication Monitoring** care that leads the industry in response time, customer service, and innovation.

Whether you are at home or on the go, the **VRI Care Center** offers **24/7/365** assistance to help support you in a time of need or feel lonely and just want someone to talk to.

To learn more about our services, contact our Territory Manager:

Sarah Wiemeier

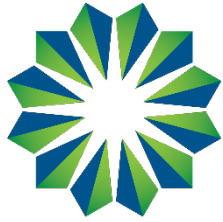
Call:
205.873.2238

Email:
sawiemeier@vricares.com



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Greater Springfield Senior Services, Inc.

66 Industry Avenue, Suite 9,
Springfield, Massachusetts 01104
413-781-8800 www.gsssi.org

PLEASE NOTE: The Older Adult Resource Guide is intended to serve as a compilation of resources for informational purposes only. It should be made clear that inclusion of any program does not imply endorsement. Our resources are limited, and we regret that it is impossible to expand this publication's scope beyond its current length. Our inclusion policy is based on the criteria established by Inform USA, a nationwide information and referral system that sets the standard for Information & Referral programs.

While we have conducted extensive research, data collection, and editing, we must concede that Greater Springfield Senior Services, Inc. (GSSSI) does not claim that this publication is 100% complete or accurate. It is worth noting that programs may frequently change, and typographical, clerical, or other errors or omissions may occur. GSSSI does not assume liability and disclaims any responsibility for any loss or damages caused by errors or omissions in this publication, whether such errors or omissions result from negligence, accident, or any other cause.

To update, correct, or add to the directory listings, please get in touch with Greater Springfield Senior Services' Information and Referral department at 413-781-8800 or info@gsssi.org

GSSSI is an AA/EOE.



For resources across the Commonwealth, please contact MassOptions.org or call 1-800-243-4636.

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CONSIDER BECOMING A VOLUNTEER OMBUDSMAN



Contact **Greater
Springfield Senior
Services** for more
information!

413-781-8800 x 1374

info@gsssi.org

Ombudsman:

- Provide an essential voice for residents of nursing homes and assisted living facilities
- Help residents understand their rights and resolve issues
- Offer support & encouragement
- Receive ongoing training
- Create their own schedules

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GREATER SPRINGFIELD SENIOR SERVICES, INC.

At Greater Springfield Senior Services, Inc. (GSSSI), our primary goal is to improve the quality of life for older adults, caregivers, and individuals living with disabilities. We achieve this through a range of programs, services, and informational support that promote independence, dignity, safety, and peace of mind. We firmly believe that everyone has the right to live in the setting of their choice, and we are here to help them make informed choices that enhance their well-being.

Our programs are funded by a combination of contracts with the Massachusetts Executive Office of Health and Human Services, the Massachusetts Executive Office of Elder Affairs, the Federal Administration for Community Living, participating insurance providers, and generous community donations.

GSSSI serves the towns of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham.

Our Protective Services unit also covers the towns of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware.

Additionally, many of our MassHealth-funded programs cover extended areas.

For more information about any of the programs we offer, please contact our Information & Referral department by calling 413-781-8800, Monday through Friday, 8 AM to 5 PM, or by visiting our website, www.gsssi.org

Follow us on Social Media:



www.facebook.com/gsssi



www.twitter.com/greatersenior



www.linkedin.com/company/greaterspringfieldseniorservicesinc

INFORMATION AND REFERRAL

Our Information and Referral (I&R) department offers a range of free services to help older adults, individuals living with disabilities, and caregivers access available resources and support. Our Information and Referral Specialists are highly trained experts who can assist callers in identifying services and programs that best meet their needs. Our team will provide a warm referral handoff for our internal GSSSI programs and our community partners.

We have bilingual Spanish-speaking staff, translation services, and TTY available to cater to your language and cultural needs. Whether you have questions about public benefits, wish to make a referral, or need assistance locating a specific program, our team is here to help.

We provide information and resources about many topics, such as:

- GSSSI Programs
- In-Home Care
- Food Resources
- Public Benefits
- And More!

To speak with one of our Information and Referral Specialists, please call 413-781-8800 during business hours, Monday through Friday, from 8 AM to 5 PM.

Additionally, our team is available to answer questions online via Chat through our website, www.gsssi.org

Questions may also be e-mailed to: information@gsssi.org

Professionals can easily refer someone to one of our many in-house programs by visiting our website 24/7 and selecting the “Online Referral” link at the top of the page.

Our team can also provide complementary **Community Presentations** on various topics, such as GSSSI 101, caregiver support, public benefits, elder abuse prevention, and more. Please contact our Information and Referral department for more details.

STATE HOME CARE PROGRAM

The Massachusetts State Home Care program offers in-home care to need-eligible older adults, allowing them to remain in the community setting of their choice.

Case Managers and Registered Nurses offer complementary in-home assessments, care planning, and continuous coordination and monitoring of services. GSSSI partners with a vast network of trusted providers to execute the services as per the older adults' Person-Centered Plan of Care.

The cost of services will depend on the older adult's income, and co-pays are assessed on a sliding scale. Older adults with certain types of MassHealth may not be assessed a co-pay.

Services Available May Include:

- Case Management
- Personal Care
- Homemaking
- Meals on Wheels
- Laundry
- Transportation
- Durable Medical Equipment
- Foot Care and More.

Eligibility

- Adults over the age of 60 or under 60 with a documented diagnosis of Alzheimer's or a related dementia.
- Must meet specific income guidelines that change annually.
- Must have specific unmet care needs or a caregiver needing respite.
- Must reside in the community

Benefits

- Ongoing case management
- Assistance navigating the complex healthcare system
- Less expensive than private pay
- Access to a broad network of insured and vetted service providers
- Assistance with public benefits applications such as fuel assistance, SNAP, and more.

CONSUMER DIRECTED CARE

Consumer Directed Care (CDC) is an option available to older adults enrolled in the State Home Care Program. This program allows older adults to have greater control over their care needs. They can choose their own caregivers, supervise their work, and dismiss them if necessary. This enables them to select the caregivers that best suit their needs and preferences, bypassing traditional home care agencies. GSSSI Skills Trainers are available to help participants navigate related paperwork, and participants are also assigned an ongoing Case Manager.

Caregivers can be anyone over 18 years old, except for a spouse, legal guardian, or program surrogate. This program is primarily designed for non-MassHealth members, but MassHealth members who are ineligible for the Personal Care Management program may also be eligible. Older adults who do not have MassHealth may be assessed a copay, depending on their income.

FRAIL ELDER WAIVER

The Frail Elder Waiver (FEW), also known as the Home & Community Based Waiver, is a program designed to provide no-cost services to older adults aged 60 or above who require care equivalent to a nursing home level of care. The program is open to eligible individuals at any time and enables them to access MassHealth and receive services in the comfort of their homes.

To qualify for a FEW, an individual must:

- Be 60 years of age or older
 - Meet specific ongoing clinical requirements, including needing assistance with at least two activities of daily living (bathing, dressing, toileting, transfers, feeding, and requiring a skilled need such as medication management).
 - Be able to receive services in a safe manner in the community.
 - Be a client of the State Home Care Program, a Senior Care Options plan, a One Care plan, or a Program of All-Inclusive Care for the Elderly (PACE) program.
 - Meet specific financial requirements to qualify for MassHealth Standard in the community.
- Special financial rules exist for waiver applicants and participants.**

For more information about how to apply for the FEW, please contact our I&R department at 413-781-8800.

ADULT FOSTER CARE PROGRAM

The Adult Foster Care (AFC) Program is a program that provides a nurturing home environment for adults with complex medical needs or those living with disabilities and who require assistance with daily living. This program offers a compassionate alternative to traditional institutional care, ensuring that participants can live with trained caregivers who provide personalized attention and support.

Our devoted team, comprising a Registered Nurse and a Case Manager, conducts monthly home visits to educate and train participants. We also ensure clear communication with the healthcare provider to guarantee that participants receive the necessary care and support. Please note that participants must have their caregiver either reside in their own home or move in with them permanently, and both parties must live in the same household.

Eligibility

- Must be age 16 or older.
- Have chronic psychological, physical, or cognitive impairments that prevent them from safely living alone in the community.
- Have specific types of MassHealth, including being enrolled in a Senior Care Options (SCO) and One Care programs.
- Private pay options may be available for those who do not qualify for MassHealth.

Levels of Care

- The AFC Program is divided into two levels of care, designed to address individual needs.
- Level 1 accommodates those requiring supervision and cueing for at least one activity of daily living (ADL) – bathing, dressing, toileting, feeding, transfers, etc.
- Level 2 is designed for individuals needing hands-on assistance with three ADLs or two ADLs in conjunction with behavior management.

These levels ensure that care is tailored to the unique requirements of each participant. The caregiver receives a monthly tax-free stipend (based on a set daily rate and level of care) for providing care to the participant.

To make a referral to this program, please call our I&R department at 413-781-8800.

PERSONAL CARE MANAGEMENT PROGRAM

The Personal Care Management Program (PCM, also known as PCA) is a specialized program that caters to MassHealth members who suffer from chronic conditions that require daily hands-on care. The program involves an assessment by a Registered Nurse who recommends a personalized care plan based on the amount of care needed. Participants are then given the freedom to hire, schedule, and dismiss their own workers (known as Personal Care Attendants -PCAs), giving them greater autonomy over their care needs.

GSSSI PCM Program Skills Trainers are available to help participants navigate related paperwork, but the program is primarily self-directed. Participants are expected to manage the program independently or provide a surrogate to manage the program on their behalf. Participants must be able to find their own PCAs and complete or approve weekly online timesheets using tools provided by our fiscal intermediary, Tempus Unlimited.

Eligibility

- Must have MassHealth Standard or MassHealth CommonHealth
- Can be of any age as long as they have a chronic medical condition that requires daily hands-on care.
- Daily care must include at least two Activities of Daily Living, such as bathing, dressing, toileting, feeding, transfers, etc.
- Additionally, the program may extend to Instrumental Activities of Daily Living (IADLs), covering essential household services like laundry, shopping, housekeeping, meal preparation, and medical transportation.

Benefits

- Ability to hire and schedule your own workers (PCAs), including family members (except for spouses, legal guardians, or surrogates)
 - PCAs get a biweekly paycheck (** \$19 per hour before taxes as of 07/01/2023*), and our fiscal intermediary takes care of all necessary tax documentation for the program participant.
 - Greater flexibility with scheduling
 - Ability to have multiple PCAs, including those who may provide respite or backup support.
- * PCA rates are subject to change. For the most up-to-date information, please visit www.1199seiu.org

Mass PCA Directory

This free directory was created in conjunction with the PCA Quality Workforce Council to connect program participants with PCAs looking for work. For more information, please call 617-573-1712 or visit www.masspcadirectory.org

NUTRITION AND MEAL SERVICES

Community Dining Sites

Community Dining Sites offer nutritious meals, socialization, and opportunities to make new friends for individuals aged 60 and older. These sites are centrally located within their respective towns and are federally subsidized. While voluntary donations are requested, they are not mandatory. As each site operates on different days and times, we recommend that you call our I&R department for the most up-to-date information.

For a list of Community Dining Sites, see page 33.

Meals on Wheels (Home Delivered Meals)

Meals on Wheels is a program designed to provide hot, healthy meals to older adults who are predominantly homebound and unable to prepare nutritionally balanced meals. These individuals do not have family or friends available to help them and cannot attend community dining sites regularly. The program is federally subsidized, and a small donation is requested but not required. All donations are kept confidential, and eligibility is not affected by one's ability to donate.

The meals are delivered five days a week, and some programs offer cold suppers for evenings and frozen meals for weekends. It is required that participants be present at home on delivery days between 10 AM and 2 PM to receive the meal. Drivers are not allowed to leave a meal on the doorstep, in a cooler, or with someone else in the home. The meal driver must perform a daily wellness check on the participant. If the participant is not at home, the program is notified, and staff will call available emergency contacts to check-in. If no emergency contact is available, the program staff will request a wellness check from the local police department.

The GSSSI program is available to residents of Springfield, Brimfield, Hampden, Holland, Palmer, Wales, and Wilbraham. Available meal types include Traditional, Latino, Pureed, and meals modified to support renal, cardiac, and diabetic diets.

To make a referral to this program, please call our I&R department at 413-781-8800.

Some towns operate their meal programs, which are funded in part by GSSSI and follow the same eligibility guidelines as the GSSSI program. If you want to make a referral for a resident of a town listed below, please contact these programs directly.

Agawam Senior Center: 413-821-0605

East Longmeadow Senior Center: 413-525-5436

Longmeadow Senior Center: 413-565-4150

Monson Senior Center: 413-267-4121

West Springfield Senior Center: 413-263-3264

Individualized Nutrition Counseling

GSSSI's in-house Registered Dietitian is available to provide free nutrition counseling for adults aged 60 and above. The service is primarily in person; however, telephone sessions may be available. We will review your medical history and eating habits during the visit to assess your nutritional health. Based on your assessment, our expert will provide guidance to help you achieve your nutritional goals. We can help with weight loss, weight gain, diabetes, heart disease, allergies, and more.

Medical Nutrition Therapy

This service provides customized nutrition counseling for Medicare beneficiaries who have type 2 diabetes or chronic kidney disease (CKD) in the comfort of their own homes. Our Registered Dietitian can offer up to three in-home nutrition counseling sessions per year at no cost to the participant.

Community Nutrition Education

Our Nutrition department has a team of highly trained and knowledgeable individuals who are available to provide free education to community organizations on various nutrition-related topics. These topics include dehydration, shopping tips for a low-sodium diet, and much more.

To learn more about these opportunities, please call our I&R department at 413-781-8800.

VOLUNTEER OPPORTUNITIES

Want to make a difference in your community?

Greater Springfield Senior Services is always looking for volunteers of all ages to help with the following programs:

- Assisted Living Ombudsman
- Long Term Care Ombudsman
- Money Management Program
- Evidence-Based Programs

To learn more about how to make a difference by volunteering, please call our I&R department at 413-781-8800

MASSACHUSETTS FAMILY CAREGIVER SUPPORT PROGRAM

The Massachusetts Family Caregiver Support program provides free training and support to non-professional family caregivers. The program aims to assist caregivers on their journey by offering a range of services that may be available that may benefit the caregiver and their loved ones. Our Caregiver Specialists will conduct a holistic assessment to tailor resources and services to individual needs.

The program also has a small budget to fund limited Caregiver Scholarships that can help with items such as in-home respite and minor home repairs. Cost-sharing for these projects is highly recommended, as funding is limited. The caregiver can reside anywhere, but the care recipient must live within GSSSI's twelve-town service area to be eligible.

Eligibility

- Anyone actively caring for someone aged 60 or older
- Anyone actively caring for someone of any age who has a documented diagnosis of Alzheimer's disease or a related dementia.
- Grandparents or Kinship Caregivers aged 55 or older and caring for a child in their home who is 18 years old or younger.
- Anyone who is 55 or older and caring for someone in their home who is over the age of 18 with a documented disability.

For more information about this program or to make a referral, please call our I&R department at 413-781-8800. For additional resources, please see the Caregiver Support Guide on page 71.

OPTIONS COUNSELING

Options Counseling (OC) "mobile Information & Referral" is a free program designed for adults above the age of 60 or for adults over 18 years old who are living with disabilities. The program aims to provide short-term informational counseling and support to help individuals make well-informed, person-centered decisions. While input from family and informal support is welcome, the primary focus of the OC's work is the individual's needs and desires.

Our Options Counselor is a trained professional who can assist participants in assessing the benefits and drawbacks of the services available in their community and provide guidance in accessing public benefits and in-home support. Our Options Counselors are available for in-person, virtual, or telephonic consultations. They can meet with clients in their preferred setting, including at home, in the hospital, or in our office. When you don't know where to start when accessing services or benefits for the first time, Options Counseling is here to help!

To make a referral for this program, please contact our I&R department at 413-781-8800.

SENIOR CARE OPTIONS

Senior Care Options (SCO) are comprehensive health plans that cover a wide range of medical and social services typically paid for through Medicare and MassHealth and offer additional benefits. This kind of plan provides healthcare services to its members through a senior care organization and its network of providers. With SCO, members can receive high-quality healthcare by combining healthcare services with social support services, coordinating care, and providing specialized geriatric support services and respite care for families and caregivers. Members enrolled in SCO do not have to pay copays for benefits, including medication, in-home care, and more. Enrollment is voluntary, and interested members do not have to require in-home care to qualify.

Eligibility

- Must be age 65 or older
- Must live at home or permanently reside in a long-term care facility (nursing home)
- Must live in an area served by a SCO plan
- Be eligible for MassHealth Standard or be eligible for MassHealth Standard and Medicare

Please note that GSSSI cannot process referrals for SCO programs.

Interested participants should call the plan directly to learn more about eligibility and how to enroll.

Commonwealth Care Alliance
866-610-2273
www.commonwealthcaresco.org

Tufts Health Plan SCO
800-890-6600
www.thmp.org/sco

NaviCare
877-255-7108
www.fch.org

United HealthCare
855-517-3462
www.uhccommunityplan.com

Senior Whole Health
888-566-3526
www.seniorwholehealth.com

WellSense Health Plan
855-517-3462
www.wellsense.org

ONE CARE

One Care plans are comprehensive health plans covering a wide range of medical and social services typically paid for through Medicare and MassHealth for adults who are living with disabilities. With One Care, members can receive high-quality care by combining health services with social services, coordinating care, providing specialized support services, and respite care for families and caregivers. Members enrolled in One Care do not have to pay copays for benefits, including medication, in-home care, and more. Enrollment is voluntary, and interested members do not have to require in-home care to qualify.

Eligibility

- Must be between the ages of 21 and 64
- Must have a documented disability
- Have Medicare and MassHealth (MassHealth Standard or MassHealth CommonHealth).
- Cannot have private health insurance (like health insurance from a job),
- Must live in an area covered by a One Care plan.

Please note that GSSSI cannot process referrals for One Care programs.

Interested participants should call the call directly to learn more about eligibility and how to enroll.

Commonwealth Care Alliance

866-610-2273

www.commonwealthcarealliance.org

United HealthCare Connected

855-715-2825

www.uhc.com

COMMUNITY TRANSITION LIAISON PROGRAM

The Community Transition Liaison Program (CLTP) is available to all nursing home residents who are 22 years old and older, regardless of length of stay or insurance type, and who are interested in returning to community living.

The CTLP Team will work with residents to understand their goals for returning to the community and help with discharge planning by connecting residents to state programs and local community supports. CTLP staff can also assist the resident in advocating and working to resolve concerns related to transitioning to the community.

To learn more about the program or make a referral, please contact our I&R department at 413-781-8800.

CONGREGATE HOUSING

Congregate Housing is a subsidized shared living environment that provides housing and services for older adults and adults living with disabilities. It is designed for those who prefer not to live alone and enjoy sharing their living space with others. Congregate Housing residents enjoy privacy while being encouraged to socialize with their peers.

It is important to note that while Congregate Housing facilities do not offer 24-hour supervision, supportive services are readily available for residents who require assistance with personal care, housekeeping, shopping, laundry, and meal preparation. Congregate Housing Coordinators are available to help residents apply for available services, access public benefits, and act as a liaison between the residents and the housing authority. Rent is calculated based on the resident's income.

Eligibility

- Age 60 or older or under 60 with a documented disability
- Must meet specific financial eligibility guidelines for the housing authority and pass any screening criteria (e.g., criminal records, housing history, etc.) used by the housing authority to process applicants.
- Be able to participate in a shared living environment and not exhibit behaviors that would disturb other Congregate Housing residents.
- Be capable of independent living and not need 24-hour care
- Be medically stable and oriented to person, place, and time

Greater Springfield Senior Services currently manages Congregate Housing programs at the following sites.

Danahy Schoolhouse
51 Maple Road
Agawam, MA 01001

McLaren House
82 Quarry Hill
East Longmeadow, MA 01028

Robert O. Morris
Congregate Housing
603 Berkshire Avenue
Springfield, MA 01109

Please note that the local housing authority has final approval for all applicants.

For more information about how to apply, please call our I&R department at 413-781-8800.

SUPPORTIVE HOUSING

Supportive Housing is a program that combines subsidized housing with social and support services for older adults and people living with disabilities to help residents stay in the community for as long as possible and reduce social isolation. While residents have their own apartments, they are encouraged to participate in planned activities.

GSSSI has partnerships with the West Springfield and East Longmeadow Housing Authorities to assist residents with accessing community resources, navigating housing-related issues, and social and educational activities. Additionally, GSSSI provides one meal daily (Monday through Friday) and a 24/7 emergency response system as part of the program.

Eligibility

- Must be 60 or older or under 60 with a documented disability
- Must meet specific financial eligibility guidelines for the housing authority and pass any screening criteria (e.g., criminal records, housing history, etc.) used by the housing authority to process applicants.
- Does not need to require in-home care to be eligible to participate in the programs.

Please note that the local housing authority gives final approval for all applicants.

Greater Springfield Senior Services currently manages Supportive Housing programs at the following sites:

West Springfield Housing Authority
Oxford Place

East Longmeadow Housing Authority
Village Green, Inward Commons,
& Quarry Hill

For more information about how to apply, please call our I&R department at 413-781-8800.

OMBUDSMAN PROGRAMS

An Ombudsman advocates for residents of long-term care facilities (also called nursing homes), assisted living residences, and rest homes. Ombudsman Programs offer a way for residents and their families to voice their complaints and have their concerns addressed professionally so they can continue to live with dignity and respect. The Ombudsman Programs utilizes highly trained volunteers who visit each facility regularly and can help residents and their families better understand their rights and what resources are available.

All conversations with an Ombudsman are kept confidential.

Assisted Living Ombudsman

Assisted Living Ombudsman act as advocates and mediators to resolve disputes that may arise between residents and assisted living facilities (ALF). Regardless of the length of stay or payment method, anyone in an ALF can access an Ombudsman advocate.

Long-Term Care Ombudsman

Long-Term Care Ombudsman act as advocates and mediators to resolve disputes that may arise between residents and Nursing Homes and Rest Homes. Regardless of the length of stay or payment method, anyone residing in either a Nursing Home or a Rest Home can access an Ombudsman.

To learn more about the Assisted Living or Long-term Care Ombudsman programs or make a referral, please call our I&R department at 413-781-8800.

If you have an immediate concern about a resident's health or safety, please report the issue(s) to the Massachusetts Department of Public Health's complaint line at 800-462-5540.

Community Care Ombudsman

The Community Care Ombudsman assists consumers who reside in the community in resolving complaints about in-home care services, regardless of payment source.

GSSSI does not take referrals for this program, and interested parties should contact the statewide Community Care Ombudsman office at 617-727-7750.

My Ombudsman Program

My Ombudsman is a free program accessible to all MassHealth members who require assistance accessing benefits and services provided by MassHealth. The program can provide benefits and rights information, address concerns, and explain the grievance and appeal process. Please note that while My Ombudsman program cannot act as a representative in grievances or appeals, they can guide members through the process.

GSSSI does not take referrals for this program. Interested parties should contact the program directly at 855-781-9898 or www.myombudsman.org

EVIDENCE-BASED PROGRAMMING

Evidence-based programs (EBPs) have been rigorously tested in controlled settings, proven effective, and translated into practical models. Throughout the year, GSSSI offers free programming to community organizations and individuals on a variety of topics, including:

- Chronic Disease Self-Management
- Healthy Eating
- Caregiver Support and more!

To learn more about what programs are currently offered, please contact our I&R department at 413-781-8800.

Additionally, for a list of programs running across the state, please contact the Massachusetts Healthy Living Center of Excellence at www.healthyliving4me.org or call 978-946-1211.

MONEY MANAGEMENT

The Money Management Program (MMP) promotes and prolongs independent living for eligible older adults (age 60 and older) who are at risk because of their inability to manage their finances.

The MMP provides bill payer and representative payee services and relies on the commitment of highly-trained, insured, and supervised volunteers, who assist in the least intrusive way to preserve the consumer's dignity and privacy.

Bill Payer

This service is for individuals over 60 who need help but are capable of making decisions regarding their finances. Consumers in the Bill Payer program are matched with trained and supervised volunteers who provide functional assistance on routine money management tasks. Volunteers meet with individuals monthly to develop a budget, balance the checkbook, reconcile the bank statement, write checks, and assist in identifying financial scams & fraud to avoid financial exploitation.

Representative Payee

This service is for those who are incapable of managing their Social Security or Supplemental Security Income (SSI) payments. A GSSSI staff member or volunteer is assigned to manage the federal benefits for the consumer.

To learn more about the representative payee program, go to www.ssa.gov/payee

To learn more about GSSSI's Money Management Program or to make a referral, please call our I&R department at 413-781-8800.

PROTECTIVE SERVICES

The Protective Services Program investigates reports of concern for older adults who are 60 years of age or over, who reside in the community, and who may be at risk for physical, sexual, emotional, and financial abuse, caretaker neglect, and self-neglect. The program's philosophy acknowledges an older adult's right to self-determination and strives to balance individual autonomy with the obligation to provide protection.

During a Protective Services investigation and the provision of services, the older adult is consulted to the greatest extent possible concerning any decisions affecting them. Services will be provided with the older adult's consent and minimal intrusion into their lives.

To implement the program philosophy, GSSSI employs highly trained Protective Services Workers who investigate these reports of concern to determine whether abuse or neglect has occurred and coordinate services to minimize the risk.

Reports of any alleged abuse are kept confidential.

Types of Abuse:

- **Physical:** Includes slapping, hitting, beating, bruising, or causing someone physical pain, injury or suffering. This also could include confining an adult against their will, such as locking someone in a room or tying them to furniture.
- **Emotional:** Involves creating emotional pain, distress, or anguish through the use of threats, intimidation, or humiliation. This includes insults, yelling or, threats of harm and/or isolation, or non-verbal actions such as throwing objects or glaring to project fear and/or intimidation.
- **Financial Exploitation:** Includes the misuse, mishandling, or exploitation of property, possessions, or assets of adults. It also includes using another's assets without consent, under false pretense, or through coercion and/or manipulation.
- **Sexual Abuse:** Includes physical force, threats, or coercion to facilitate non-consensual touching, fondling, intercourse, or other sexual activities. This is particularly true with vulnerable adults who are unable to give consent or comprehend the nature of these actions.
- **Caregiver Neglect:** Includes failures by individuals to support the physical, emotional, and social needs of adults dependent on others for their primary care. Neglect can take the form of withholding food, medications, or access to health care professionals.
- **Self-Neglect:** Involves seniors or adults living with disabilities who fail to meet their own essential physical, psychological, or social needs, which threatens their health, safety, and well-being. This includes failure to provide adequate food, clothing, shelter, and health care for one's own needs.

Interventions:

- Protective Services Workers will complete an assessment to better understand the older adult's ability to make decisions and the risks associated with those decisions.
- The department works collaboratively with other ASAP & community programs to arrange for needed and agreed-upon services.
- Protective Services Workers can help connect older adults and their caregivers with community resources, mental health professionals, and legal assistance.

Cities and Towns Served:

Agawam, Belchertown, Brimfield, Chicopee, Granby, East Longmeadow, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Palmer, South Hadley, Springfield, Wales, Ware, West Springfield, & Wilbraham.

Mandated Reporters

Mandated Reporters are persons who, as a result of their profession, are more likely to be aware of abuse or neglect of older adults. Mandated Reporters are required by law to report cases of suspected abuse or neglect when they suspect that an older adult is suffering from a reportable condition of abuse or neglect. Other persons who are not mandated to report may choose to file reports of suspected abuse.

The standard for reporting suspected abuse and neglect is **“reasonable cause to believe,”** which means that mandated reporters need only a **“mere suspicion”** that abuse or neglect was committed.

In Massachusetts, Mandated Reporters can be fined up to \$1,000 for failure to report incidences of suspected abuse and neglect of children, older adults, and individuals living with disabilities.

The failure to report crimes and incidences of suspected abuse and neglect can result in severe consequences for the alleged victim, other potential victims, and the Mandated Reporter. Abuse and neglect victims are at increased risk of further abuse if it goes unreported. The frequency and severity of abuse and neglect will likely increase if no intervention is made. A failure to intervene by not reporting will likely result in other individuals being abused and neglected.

Mandated reporters are:

- Physicians and Physician Assistants
- Nurses
- Medical Interns
- Coroners
- Dentists Podiatrists
- Osteopaths
- Social Workers
- Physical & Occupational Therapists
- Psychologists & Mental Health Counselors
- Probation Officers
- Police, Firefighters, & EMTs
- Employees of Home Care Agencies
- Home Health Aides
- Employees of Assisted Living Facilities
- All staff at a Senior Center or Council on Aging, including Outreach Workers

Reporting Abuse

To file a report of concern for an **older adult** (aged 60 or older), please call 1-800-922-2275 or file online at mass.gov/report-elder-abuse.

- Reports can be filed 24 hours a day, seven days a week, 365 days a year.

Do not use the online system if:

- This emergency or life-threatening situation must be dealt with immediately. Call 911 or make a verbal report by calling the hotline.
- You want to report anonymously, as filing online requires you to submit your name.
- You do not have the name and address of the victim. The online reporting system will not allow you to file such reports.

If any of these situations apply, you must make a verbal report by calling the Massachusetts Elder Abuse Hotline at 1-800-922-2275.

If a mandated reporter makes a verbal report over the phone, they must submit an Elder Abuse Mandated Reporter Form to the local Protective Services agency within 48 hours. Mandated reporters are not required to submit the form if they report suspected abuse online.

To file a report of concern for a **person living with a disability & who is under 60**, please call the Disabled Persons Protection Commission (DPPC) at 1-800-426-9009.

To file a report of concern for a person of any age residing (either short or long-term) in a **nursing home** or a **hospital**, please call the Department of Public Health at 1-800-462-5540.

To file a report of concern for a **child under 18**, please **immediately report it**. During regular business hours (8:45 a.m. to 5 p.m. M- F), call the Department of Families and Children (DCF) area office that serves the city or town where the child lives. On nights, weekends, or holidays, please call the Child-at-Risk Hotline at 1-800-792-5200.

AGING SERVICE ACCESS POINTS

Aging Service Access Points (ASAPs) are non-profit organizations authorized by the Massachusetts Executive Office of Elder Affairs to provide services for older adults, caregivers, & people living with disabilities in their respective areas of operation. Services offered by ASAPs may include Meals on Wheels, in-home care, and more.

Elder Services of Berkshire County, Inc.

Serving Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesborough, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, and Windsor.

877 South Street, Suite 4E
Pittsfield, MA 01201
413-499-0524
www.esbci.org

Greater Springfield Senior Services, Inc.

Serving Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham

66 Industry Avenue, Suite 9
Springfield, MA 01104
413-781-8800
www.gsssi.org



Highland Valley Elder Services

Service Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton. Southwick, Statewide, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

320 Riverside Drive, Suite B
Northampton, MA 01062
413-586-2000
www.highlandvalley.org

LifePath

Serving Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shelburne Falls, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, and Whately.

101 Munson Street, Suite 201,
Greenfield, MA 01301
413-773-5555
www.lifepathma.org

Tri-Valley, Inc.

Serving Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, and West Brookfield.

10 Mill Street
Dudley, MA 01571
508-949-6640
www.trivalleyinc.org

WestMass ElderCare, Inc.

Serving Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware.

4 Mill Valley Road
Holyoke, MA 01040
413-538-9020
www.wmeldercare.org

COUNCILS ON AGING/SENIOR CENTERS

Councils on Aging and Senior Centers provide support services to older adults, their families, and caregivers in the community. Services may include community meals, health clinics, educational activities, volunteer opportunities, exercise programs, and outreach services.

Agawam

954 Main Street
Agawam, MA 01001
413-821-0604

Belchertown

60 State Street
Belchertown, MA 01007
413-323-0420

Brimfield

20 Main Street
P.O. Box 172
Brimfield, MA 01010
413-245-7253

Chicopee

5 West Main Street
Chicopee, MA 01020
413-534-3698

East Longmeadow

328 North Main Street
East Longmeadow, MA 01028
413-525-5436

Granby

10 West State Street
Granby, MA 01033
413-467-3239

Hampden

104 Allen Street
Hampden, MA 01036
413-566-5588

Holland

40 Brimfield Road
Holland, MA 01521
413-245-3163

Holyoke

291 Pine Street
Holyoke, MA 01040
413-322-5625

Longmeadow

211 Maple Road
Longmeadow, MA 01106
413-565-4150

Ludlow

37 Chestnut Street
Ludlow, MA 01056
413-583-3564

Monson

106 Main Street
Monson, MA 01057
413-267-4121

Palmer

1029 Central Street
Palmer, MA 01069
413-283-2670

South Hadley

45 Dayton Street
South Hadley, MA 01075
413-538-5030

Wales

85 Main Street
P.O. Box 337
Wales, MA 01081
413-245-9683

Ware

1 Robbins Road
Ware, MA 01082
413-967-9645

West Springfield

128 Park Street
West Springfield, MA 01089
413-263-3264

Wilbraham

45B Post Office Park
Wilbraham, MA 01095
413-596-8379

SPRINGFIELD AREA SENIOR CENTERS

Raymond A. Jordan Center

1476 Roosevelt Avenue
Springfield, MA 01109
413-750-2893

Clodo Concepcion Center

1187 1/2 Parker Street
Springfield, MA 01151
413-750-2873

Hungry Hill Senior Center

773 Liberty Street
Springfield, MA 01104
413-733-9411

North End Senior Center

310 Plainfield Street
Springfield, MA 01107
413-886-5240

LGBTQIA+ RESOURCES

LGBTQIA+ older adults have unique emotional, social, and physical health needs. GSSSI is proud to serve all older adults in an environment free from discrimination.

LifePath Rainbow Elders Group

Greenfield, MA 01301
413-773-5555
www.lifepathma.org

Fenway Health Aging Project

1340 Boylston Street
Boston, MA 02215
857-313-6590
www.fenwayhealth.org

Rainbow Seniors of Berkshire County

Williamstown, MA 01267
413-441-6006
www.rainbowseniors.org

Rainbow Supper Club Holyoke

Holyoke, MA 01040
413-538-9020
www.wmeldercare.org

Colorful Resilience

Mental Health for All
201 Park Ave Suite, 9
West Springfield, MA 01089
413-213-2979
www.colorfulresilience.com

The Stonewall Center

256 Sunset Avenue
Amherst, MA 01003
413-545-4824
www.umass.edu/stonewall

Transhealth

Location remains anonymous until an appointment is booked.
Northampton, MA
413-341-9400
www.transhealth.org

Trans Lifeline

(877) 565-8860
www.translifeline.org

SAGE National LGBTQ+ Elder Hotline

877-360-LGBT (5428)
www.sageusa.org

SAGE Advocacy & Services for LGBTQ+ Seniors

212-741-2247
www.sageusa.org



SUPPORT GROUPS

Many local Senior and Community Centers run various support groups throughout the year. For the most up-to-date support group options and locations, please contact our I&R department at 413-781-8800.

TRANSPORTATION SERVICES

Many local Senior Centers have transportation options available. For more information, please get in touch with your local center or call our I&R department at 413-781-8800.

Angels on Wheels

21 Lawndale Street
Springfield, MA 01108
413-315-0282

Patient-Centered Medical Care

155 Maple Street
Springfield, MA 01105
413-782-0340
www.pcmhomecare.org

Friendly Ride Transportation

2589 Boston Road
Wilbraham, MA 01095
413-310-4826

Tri-Town Trolley

328 North Main Street, Suite 2
East Longmeadow, MA 01028
413-525-5412
www.eastlongmeadowma.gov/229/transportation

Pioneer Valley Transit Authority (PVTA)

Union Station, 55 Frank B. Murray Street
Springfield, MA 01103
413-781-7882

PVTA-Senior Van Service

413-739-7436

PVTA-ADA Paratransit Service

1-800-752-1638
www.pvta.org

Hulmes Transportation

15 Bridge Street
Belchertown, MA 01007
413-347-8022
www.hulmestransportation.com

Capuano Care

265 Benton Drive, Suite 201
East Longmeadow, MA 01028
413-525-2124
www.capuanocare.com

Homewatch Caregivers

425 Union Street
West Springfield, MA 01089
413-344-2204
www.homewatchcaregivers.com

VETERAN RESOURCES

Services available to veterans and their dependents vary. Call your city hall to locate your local Veteran's Services Officer or visit www.mass.gov/massvetsadvisor to search by zip code.

Bilingual Veterans Outreach Centers of Massachusetts, Inc
281 Franklin Street
Springfield, MA 01104
413-731-0194
www.bilingualvets.org

Disabled American Veterans
425 Union Street
West Springfield, MA 01089
413-734-8387
www.dav.org

New England Farm Workers Council
225 High Street
Holyoke, MA 01040
413-536-5403 ext. 203
www.partnersforcommunity.org

Veterans Home in Holyoke
(formerly the Soldier's Home)
110 Cherry Street
Holyoke, MA 01041
413-532-9475
413-538-5923 Appointments
www.mass.gov/orgs/veterans-home-in-holyoke

Springfield Veterans Outreach Center
95 Ashley Avenue
West Springfield, MA 01089
413-737-5167
www.va.gov/springfield-ma-vet-center

VA Central Western Massachusetts Healthcare System
421 North Main Street
Leeds, MA 01053
413-584-4040
www.va.gov/central-western-massachusetts-health-care

Veterans Community Care Center
25 Bond Street
Springfield, MA 01104
413-731-6000
800-893-1522
www.va.gov/communitycare

The Jorge Oterro Barreto Homeless Veterans Transitional Program
52 Maple Court
Springfield, MA 01105
413-739-0194
www.bilingualvets.org

FINANCIAL AID FOR HOMEOWNERS

FUEL ASSISTANCE

Valley Opportunity Council, Inc.

Fuel Assistance

300 High Street, 1st Floor
Holyoke, MA 01040
413-552-1548
www.valleyopp.com

Salvation Army - Good Neighbor Energy Fund

170 Pearl Street
Springfield, MA 01105
413-733-1518
www.magoodneighbor.org

Catholic Charities Agency

65 Elliot Street
Springfield, MA 01105
413-732-3175
www.diospringfield.org

Heating System Repair & Replacement Program - HEARTWAP

Springfield Partners for Community Action
Serving all of Hampden County
413-263-6500
www.mass.gov

HOME MODIFICATION PROGRAMS

Pioneer Valley Planning Commission (PVPC)

60 Congress Street
Springfield, MA 01104
413-781-6045
www.pvpc.org

Revitalize CDC

1145 Main Street
Springfield, MA 01103
413-788-0014
www.revitalizecdc.com

Massachusetts Assistive Technology Loan Program

484 Main Street, Suite 600
Worcester, MA 01608
800-244-2756
800-564-9700 TTY
www.massatloan.org

Springfield Partners for Community Action

721 State Street
Springfield, MA 01109
413-263-6500
www.springfieldpartnersinc.com

MassHousing

One Beacon Street
Boston, MA 02108
617-854-1000
www.masshousing.com

Way Finders

1780 Main Street
Springfield, MA 01103
413-233-1500
413-233-1699 TTY/TDD
www.wayfinders.org

Springfield Neighborhood Housing Services, Inc.

111 Wilbraham Road
Springfield, MA 01109
413-739-4737 x 100
www.springfieldnhs.org

LEGAL SERVICES

Attorney General's Office
 1350 Main Street, 4th Floor
 Springfield, MA 01103
 413-784-1240
www.mass.gov/orgs/office-of-attorney-general

Community Legal Aid
 One Monarch Place, Suite 400
 Springfield, MA 01144
 855-252-5342
www.communitylegal.org

Disability Law Center
 32 Industrial Drive East
 Northampton, MA 01060
 413-584-6337
 800-222-5619
 413-582-6919 TT
www.dlc-ma.org

Hampden County Bar Association
 50 State Street, Room 137
 Springfield, MA 01102
 413-732-4648
www.hcbar.org

Jewish Family Service of Western Mass.
 15 Lenox Street
 Springfield, MA 01108
 413-737-2601
www.jfswm.org

Massachusetts Bar Association/Western Mass.
 73 State Street
 Springfield, MA 01103
 413-731-5134
www.massbar.org

Lawyer Referral Service
 617-654-0400
 866-617-7577
www.masslawhelp.com

Victim/Witness Advocate Program
 50 State Street
 Springfield, MA 01103
 413-747-1000 (Ask for an Advocate)
www.hampdenda.com/victim-witness-resources

HOUSING SERVICES (LEGAL ASSISTANCE)

Community Legal Aid
 One Monarch Place, Suite 400
 Springfield, MA
 413-781-7814
www.communitylegal.org

Hampden County Housing Court
 37 Elm Street
 Springfield, MA
 413-748-7838
www.mass.gov/locations/western-housing-court-springfield-session

Mass. Executive Office of Consumer Affairs
 501 Boylston Street, Suite S100
 Boston, MA
 617-973-8787
 888-283-3757
www.mass.gov/orgs/office-of-consumer-affairs-and-business-regulation

Tenancy Preservation Project
 425 Union Street
 West Springfield, MA 01089
 413-443-7138
www.bcrha.com

COMMUNITY DINING SITES

Offered in senior centers, elder housing, and other community settings, Community Dining sites provide a space for older adults to socialize with peers and get nutritious food. Please call the closest location for more information on service dates, available meals, or costs.

Agawam Senior Center

954 Main Street
Agawam, MA 01001
413-821-0604

Baystate Place

414 Chestnut Street
Springfield, MA 01104
413-733-7894

Brimfield Senior Center

20 Main Street
Brimfield, MA 01010
413-245-7253

Clodo Concepcion Community Center

1187 ½ Parker Street
Springfield, MA 01129
413-787-6785

East Longmeadow Senior Center

328 North Main Street
East Longmeadow, MA 01028
413-525-5436

Hampden Senior Center

104 Allen Street
Hampden, MA 01036
413-566-5588

Holland Senior Center

27 Sturbridge Road
Holland, MA 01521
413-245-3163

Hungry Hill Senior Center

773 Liberty Street
Springfield, MA 01104
413-787-6785

Longmeadow Adult Center

211 Maple Road
Longmeadow, MA 01106
413-565-4150

Monson Senior Center

106 Main Street
Monson, MA 01057
413-267-4121

North End Senior Center

310 Plainfield Street
Springfield, MA 01104
413-787-6785

Palmer Senior Center

1029 Central Street
Palmer, MA 01069
413-283-2670

Raymond A. Jordan Senior Center

1476 Roosevelt Avenue
Springfield, MA 01109
413-787-6785

Wales Senior Center

85 Main Street
Wales, MA 0108
413-245-9683

West Springfield Senior Center

128 Park Street
West Springfield, MA 01089
413-263-3264

Wilbraham Senior Center

45B Post Office Park
Wilbraham, MA 01095
413-596-8379

FOOD ASSISTANCE & EMERGENCY FOOD RESOURCES

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP - formerly referred to as food stamps) offers benefits to individuals who meet specific income requirements. These benefits can be used to increase your budget for healthy food. Your eligibility for SNAP is determined by the Department of Transitional Assistance (DTA) in your local area based on your income, medical expenses, and housing costs.

Benefits include:

- Monthly funds distributed right to your card
- Free educational resources on other food programs and opportunities.
- Connects to other assistance and benefits such as utility discounts and discounted admissions to local museums.

Massachusetts Healthy Incentives Program (HIP)

HIP is an innovative program in the Commonwealth of Massachusetts. The program rewards SNAP recipients by putting money back on their cards when they use SNAP to purchase fruits, vegetables, and food-producing plants at participating farmers' markets, farm stands, and mobile markets. SNAP recipients can earn back between \$40 to \$80 monthly based on household size.

There is no special sign-up for HIP. Your household can automatically participate in HIP if you live in Massachusetts and receive SNAP benefits.

For more information on SNAP & and HIP benefits or to apply online, please visit www.mass.gov/snap or contact the number listed below:

Springfield Center Transitional Assistance Office

243 Cottage Street
Springfield, MA 01104
413-858-1000

DTA Assistance Line:

1-877-382-2363

DTA Senior Only (ages 60 plus) Assistance Line:

1-833-8027

Brown Bag: Food for Elders

The Food Bank of Western Mass offers the Brown Bag program, which provides a free bag of healthy groceries to eligible older adults (age 55 and older) once a month at local senior centers and community organizations.

If you qualify for SSI, Medicaid, Fuel Assistance, Veteran's Aid, or have a documented disability for which you receive SSDI, you may be eligible for Brown Bag monthly groceries.

For more information, call 413-247-9738, or visit www.foodbankwma.org

Community Survival Center

240 Main Street
Indian Orchard, MA 01151
413-543-3930
www.communitysurvivalcenter.org

Food Bank of Western Mass

25 Carew Street
Chicopee, MA 01020
413-247-9738
www.foodbankwma.org

The Gray House

22 Sheldon Street
Springfield, MA 01107
413-734-6696
www.grayhouse.org

Martin Luther King Jr. Community Center

3 Rutland Street
Springfield, MA 01109
413-746-3655 ext. 107
www.mlkjrfamilyservices.org

Open Pantry

2460 Main Street Plaza
Del Mercado Suite 108 & 108B
Springfield, MA 01103
413-737-5354 (General)
413-737-5353 (Emergency)
www.openpantry.org

Parish Cupboard of West Springfield & Agawam

738 Main Street
West Springfield, MA 01089
413-734-7969
www.theparishcupboard.org

Project Bread

145 Border Street
Boston, MA 02128
617-723-5000
800-377-1292 TTY
www.gettingsnap.org

Rachel's Table

1160 Dickinson Street
Springfield, MA 01108
413-733-9165
www.rachelstablespringfield.org

Salvation Army

170 Pearl Street
Springfield, MA 01105
413-733-1518
www.springfieldsalvationarmy.org

MEALS ON WHEELS

Also known Home-Delivered Meals (HDM), this program supports the nutritional needs of older adults aged 60 and over who otherwise may be unable to cook for themselves. A hot, nutritious lunch is delivered to the individual's home by an assigned driver, who performs a wellness check each visit to help protect the well-being of participants. Contact your local meal provider listed below for more information or eligibility questions.

Greater Springfield Senior Services, Inc.

Serving Brimfield, Hampden, Holland, Palmer, Springfield, Wales, and Wilbraham

413-781-8800

www.gsssi.org

Agawam

954 Main Street

Agawam, MA 01001

413-821-0604

East Longmeadow

328 North Main Street

East Longmeadow, MA 01028

413-525-5436

Longmeadow

211 Maple Road,

Longmeadow, MA 01106

413-565-4150

Monson

106 Main Street

Monson, MA 01057

413-267-4121

West Springfield

128 Park Street

West Springfield, MA 01089

413-263-3264





Professional Medical Services, Inc.

Home at its best!

OUR SERVICES

Home Health Aide Services

- Bathing and Showering
- Dressing
- Shampoo & Hair Combing
- Oral Hygiene & Denture Care
- Shaving
- Toileting
- Eating
- Fluid Intake
- Ambulating & Transfers

Homemaking Services

- Shopping, menu planning & meal preparation
- Laundry and ironing
- Changing bed linens
- Light housekeeping: sweep, vacuum, dust, dry mop, wash dishes, kitchen/bathroom cleaning

Companion Services

Our experienced companions can provide relief to a primary caregiver by offering companionship.

- Attention to safety
- Meal preparation
- Grocery shopping and errands
- Writing letters
- Reading
- Engaging in activities
- Encouraging conversation

Private duty nursing from RNs to LPNs

Medication Reminders

Registered Nurses on call 24/7

Feeding Hills Office

265 S. Westfield ST.
 Feeding Hills, MA 01030
 T. 413.858.4506
 F. 413.858.4508

Palmer Office

1525 North Main St.
 Palmer, MA 01069
 T. 413.289.9018
 F. 413.289.9132

Sturbridge Office

630 Main St. Unit 1
 Sturbridge, MA 01566
 T. 508.347.9400
 F. 508.347.9494



Professional Medical Home Care, LLC

OUR SERVICES

Nursing

- Cardiac Care
- Disease Management
- Medication Management
- IV Infusions and Care

Home Health Aides

- Physical Therapy
- Occupational Therapy
- Speech Language Pathology

Social Services

- Medical Social Worker



Professional Medical Home Care, LLC provides competent, individual and home health care without regard to race, color, creed, sex age, national origin, handicap, ethical/political beliefs, ancestry, religion or sexual orientation



Nurse Advocates LLC

navigating healthcare

Maura Lessard RN, BSN, CCM, CDP

*Nurse Advocate, Board Certified Case Manager,
Aging Lifecare Advanced Profession & Certified Dementia Practitioner*

mobile/ text: 413-237-5724

fax: 413-691-8200

email: Maura@NurseAdvocatesLLC.com

www.NurseAdvocatesLLC.com

Welcome to an exceptional senior living experience.

**Where we start our mornings
by turning a new page.
And where music fills our evenings.**

 **BENCHMARK** | Welcome Home.



As the leading senior living provider in the Northeast, and with 64 communities, Benchmark offers independent living, assisted living, mind and memory care and respite care.

The Atrium

at Cardinal Drive

*A Benchmark Senior Living
Memory Care Experience*

Mind & Memory Care

153 Cardinal Drive | Agawam

413.821.9911 | AtriumAtCardinalDrive.com



Orchard Valley



AT WILBRAHAM

A Benchmark Senior Living Experience

Assisted Living • Mind & Memory Care

2387 Boston Road | Wilbraham

413.596.0006 | OrchardValleyAtWilbraham.com





Trinity Health | Mercy
Of New England | LIFE



LIVE STRONG | LIVE INDEPENDENT | LIVE AT HOME

LIVE MORE

with medical and social support services for seniors

mymercy.com | 413-827-4238

O'Connell Senior Living Communities & Appleton Managed Properties

*Providing, Quality, Affordable Senior Living in
Western & Central Massachusetts for over 50 years!*

**9 convenient locations in Chicopee, Holyoke, Springfield, Northampton,
Easthampton, Pittsfield & Fitchburg.**

Call for more information 413-536-8048.



*Now accepting applications for one and
two bedrooms at our communities*



Our Apartments **ALWAYS** include

- Heat & Hot Water
- On Site Laundry Facility
- Wellness Programs & Activities
- On Site Management Staff
- Pet Friendly
- Community Rooms

*Applications for accessible, hearing and vision
adapted units always accepted at every community.*

Elmwood Towers - a 55 & over Community
Berkshiretown
Holyoke Towers
Prospect Heights
Sycamore House
Pulaski Heights
Berkshire Mews

The Josephs House
Linden Towers
Michael's House
McKinley House
Orchard View



Marketed & Managed by



www.oconnellseniorliving.com

Bacon | Wilson

ATTORNEYS AT LAW

Your Hampshire County Legal Team



MARK TANNER TROY TANZER RYAN O'HARA LISA HALBERT THOMAS REIDY ISAAC FLEISHER



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Workers' Compensation
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413.534.9700 providenceplace.org

5 Gamelin Street in Holyoke



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(especially if you're unsure about how Medicare works)

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Make an informed decision about your coverage. Our local, knowledgeable team* is here for you. They can explain how Medicare works and help you understand all of your options so you can make the best choice for your needs. Our Medicare plans can cover many costs that Original Medicare doesn't, and provide many additional benefits like fitness, hearing and dental.

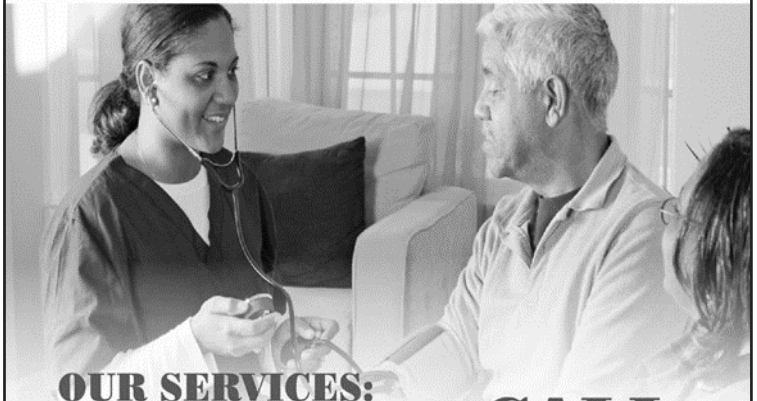
Call (877) 443-3314 or TTY 711

Mon. - Fri., 8 a.m. - 8 p.m.

Health New England Medicare Advantage is an HMO Plan with a Medicare contract. Enrollment in Health New England Medicare Advantage depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium. *Licensed Medicare sales representatives.

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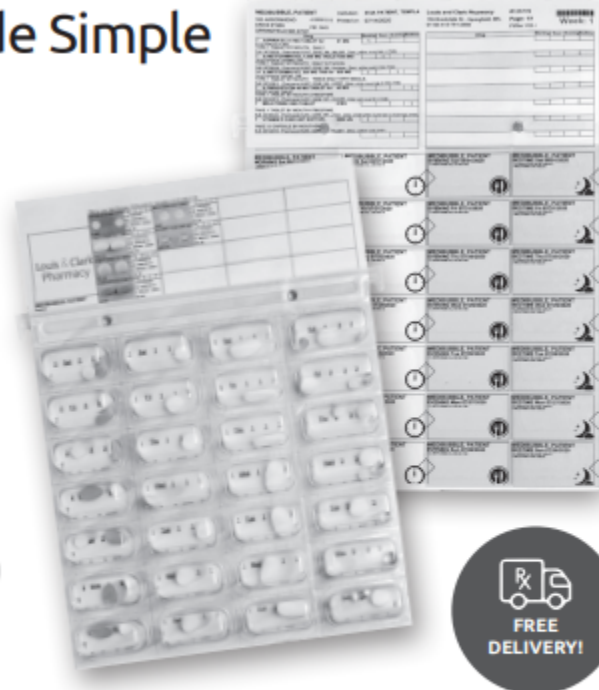
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ADVANCE CARE PLANNING

Making plans for your future medical care is an important step in ensuring that your wishes are respected even if you are unable to communicate them. It involves discussing your values, goals, and preferences with your loved ones, regardless of your current health status. To make your wishes legally binding, you can fill out a Health Care Proxy form in Massachusetts. This simple legal document allows you to designate a trusted person as your “health care agent” who can make decisions on your behalf if you become unable to do so. The health care agent must wait until a physician confirms that you are unable to make or communicate your own decisions.

For more information about filling out a Health Care Proxy Form, please contact your medical provider or call our I&R department at 413-781-8800, who can send you a blank form.

ADDICTION AND SUBSTANCE USE SERVICES

Listed below are programs & mental health services focusing on substance disorders. For more resources, please contact the Massachusetts Substance Use Helpline, available 24/7 at 800-327-5050. This Helpline is the only public resource in the state that can direct you to licensed and approved substance abuse treatment and recovery services.

AdCare Outpatient Services

117 Park Avenue
West Springfield, MA 01089
413-209-3124
www.adcare.com

Baystate Behavioral Health Griswold Center

42 Wright Street
Palmer, MA 01069
413-370-5285
www.baystatehealth.org

Behavioral Health Network (BHN)

417 Liberty Street
Springfield, MA 01104
413-246-9675
www.bhninc.org

BHN Carlson Recovery Center

471 Chestnut Street
Springfield, MA 01107
413-733-1431
www.bhninc.org

Carson Center for Wellbeing

77 Mill Street
Westfield, MA 01085
413-568-1421
www.bhninc.org

Center for Behavioral Health

575 Beech Street
Holyoke, MA 01040
413-534-2627, 413-534-2698
www.holyokehealth.com

Center for Human Development (CHD) (Springfield)

367 Pine Street
Springfield, MA 01105
1-844-243-4357
www.chd.org

Center for Human Development (CHD) (West Springfield)

246 Park Street
West Springfield, MA 01089
1-844-243-4357
www.chd.org

Clean Slate Addiction Treatment Center

900 Memorial Avenue
West Springfield, MA 01089
413-788-0100
www.cleanslatecenters.org

Clinical and Support Options (CSO)

1 Federal Street, Building 102 & 103
Springfield, MA 01109
413-737-9544
www.csoinc.org

**Gandara Mental Health Center
(Springfield)**

85 St George Road
Springfield, MA 01104
413-732-2120
www.gandaracenter.org

**Gandara Mental Health Center
(West Springfield)**

147 Norman Street
West Springfield, MA 01089
413-736-8329
www.gandaracenter.org

Phoenix House New England Outpatient

15 Mulberry Street
Springfield, MA 01105
413-261-6955
www.phoenixhouse.org

Phoenix House New England Residential

5 Madison Avenue
Springfield, MA 01105
413-733-2178, ext. 1409
www.phoenixhouse.org

MiraVista Behavioral Health Center

1233 Main Street
Holyoke, MA 01040
413-701-2600
www.miravistabhc.care

ServiceNet

129 King Street
Northampton, MA 01060
413-585-1300, 413-570-8243
www.servicenet.org

Springfield Comprehensive Treatment Center

511 East Columbus Ave
Springfield, MA 01105
413-650-1311
www.ctcprograms.com

ALZHEIMER'S AND DEMENTIA RESOURCES

Dealing with an Alzheimer's or dementia diagnosis can be overwhelming for both the patient and their family, and GSSSI is here to help. For more information about what services may be available, please contact our I&R department at 413-781-8800.

The Alzheimer's Association 24/7 Helpline provides support and information to people living with dementia, caregivers, families, and the public. Call 800-272-3900 for free, confidential assistance.

ASSISTED LIVING RESIDENCES WITH MEMORY IMPAIRED SERVICES**Armbrook Village**

551 North Road
Westfield, MA 01085
413-568-0000
www.armbrookvillage.com

East Village Place

50 Benton Drive
East Longmeadow, MA 01028
413-525-8150
www.eastvillageplace.watermarkcommunities.com

The Atrium at Cardinal Drive

153 Cardinal Drive
Agawam, MA 01001
413-342-1329, 413-240-3924 (advisor)
www.benchmarkseniorliving.com

Heritage Woods

462 Main Street
Agawam, MA 01001
413-786-9704
www.genesisihcc.com

Keystone Commons

460 West Street
Ludlow, MA 01056
413-583-6611
www.keystonesenior.com

Prosper at Monastery Heights

110 Monastery Avenue
West Springfield, MA 01089
413-781-1282
www.prosperlifecare.com

Day Brook Village Senior Living

298 Jarvis Avenue
Holyoke, MA 01040
413-538-7551
www.daybrookvillage.org

Loomis Lakeside at Reeds Landing

807 Wilbraham Road
Wilbraham, MA 01109
413-782-1800
www.loomiscommunities.org

Mason-Wright Retirement Community

74 Walnut Street
Springfield, MA 01105
413-733-1517
www.masonwright.org

Orchard Valley at Wilbraham

2387 Boston Road
Wilbraham, MA 01095
413-366-1794
www.benchmarkseniorliving.com

The Arbors Assisted Living (Chicopee)

929 Memorial Drive
Chicopee, MA 01020
413-593-0088
www.arborassistedliving.com

The Arbors Assisted Living (Amherst)

130 University Drive
Amherst, MA 01002
413-548-6800
www.arborassistedliving.com

The Arbors Assisted Living (Westfield)

40 Court Street
Westfield, MA 01085
413-562-0001
www.arborassistedliving.com

The Reserve at East Longmeadow

741 Parker Street
East Longmeadow, MA 01028
413-887-3450
www.meridiansenior.com

Rockridge Retirement Community

25 & 37 Coles Meadow Road
Northampton, MA 01060
413-586-2902
www.rockridgema.org

Ruth's House

780 Converse Street
Longmeadow, MA 01106
413-567-6212
www.jgslifecare.org

The Wellington at Springfield

942 Grayson Drive
Springfield, MA 01119
413-426-9868
www.sonidaseniorliving.com

ADULT DAY HEALTH (MEMORY CARE)**Wernick Adult Day Health**

770 Converse Street
 Longmeadow, MA 01106
 413-567-3949
www.jgslifecare.org

CHD Hawthorn Adult Day Health (Chicopee)

93 Main Street
 Chicopee, MA 01020
 413-598-8217
www.chd.org

CHD Hawthorn Adult Day Health (Springfield)

273 State Street
 Springfield, MA 01103
 413-787-0606
www.chd.org

CHD Hawthorn Adult Day Health (West Springfield)

85 Interstate Drive
 West Springfield, MA 01089
 413-205-2944
www.chd.org

DISEASE DIAGNOSTIC CENTERS**Baystate Medical Center
 Memory Disorders Program**

3300 Main Street, Suite 4A
 Springfield, MA 01199
 413-794-5555
www.baystatehealth.org

Berkshire Memory Services

197 South Street
 Pittsfield, MA 01201
 413-445-9944
www.berkshirerememoryservices.com

**Mass General Department
 of Neurology Memory Disorders Unit**

15 Parkman Street, Suite 385
 Boston, MA 02114
 617-726-1728
www.massgeneral.org

McLean Hospital Memory Diagnostic Clinic

115 Mill Street
 Belmont, MA 02478
 800-333-0338 www.mcleanhospital.org/treatment/diagnostic-services

Neuropsychology Associates

55 Maple Street, Suite 203
 Springfield, MA 01105
 413-734-3331
www.cns-neuro.com

UMass Psychological Services Center

135 Hicks Way, Tobin 123
 Amherst, MA 01003
 413-545-0041
www.umass.edu/psc/assessment

Sorrell Neurology Services

299 Carew Street, Suite 23
 Springfield, MA 01104
 413-737-4100
sorrellneurology.com

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www.gpssmartsole.com

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www.alz.org

NEIGHBORHOOD HEALTH CLINICS

Baystate Mason Square Health Center

11 Wilbraham Road
Springfield, MA 01109
413-794-3710
www.baystatehealth.org

Caring Health Center

473-532 Sumner Avenue
Springfield, MA 01108
413-739-1100
www.caringhealth.org

Baystate High Street Health Center

140 High Street
Springfield, MA 01105
413-794-2511
www.baystatehealth.org

Chicopee Health Center

505 Front Street
Chicopee, MA 01013
413-420-2222
www.hhcinc.org

Baystate Brightwood Health Center

380 Plainfield Street
Springfield, MA 01107
413-794-4458
www.baystatehealth.org

Health Care for the Homeless

755 Worthington Street
Springfield, MA 01105
413-337-9100
www.communitycarecooperative.org

Caring Health Center

1049 Main Street
Springfield, MA 01103
413-739-1100
www.caringhealth.org

Holyoke Health Center

230 Maple Street
Holyoke, MA 01040
413-420-2200
www.hhcinc.org

Caring Health Center

860 Boston Road
Springfield, MA 01119
413-739-1100
www.caringhealth.org

ADULT DAY HEALTH

CANAS Adult Day Health Center

99 Guion Street
Springfield, MA 01104
413-746-0777 (Press 0)
www.mentoradh.com

CHD Hawthorn Adult Day Care (Springfield)

273 State Street
Springfield, MA 01103
413-787-0606
www.chd.org

CHD Hawthorn Adult Day Care (West Springfield)

85 Interstate Drive
West Springfield, MA 01089
413-205-2944
www.chd.org

The Atrium at Cardinal Drive

153 Cardinal Drive
Agawam, MA 01001
413-342-1329
www.benchmarkseniorliving.com

Mercy Adult Day Health of Westfield

24 Clifton Street
Westfield, MA 01085
413-568-0555
www.trinityhealthofne.org

Quality Life Day Care

37 Capital Drive
West Springfield, MA 01089
413-310-2075
www.mentoradh.com

Quality Life Day Care

52 Wayside Avenue
West Springfield, MA 01089
413-310-2062
www.mentoradh.com

Serenity Day Care

604 Cottage Street
Springfield, MA 01104
413-241-6947
www.serenitypace.org

Wernick Adult Day Health

770 Converse Street
Longmeadow, MA 01106
413-567-3949
www.jgslifecare.org

DEAF AND HARD OF HEARING RESOURCES**Epic Hearing Healthcare**

1-866-956-5400
www.epichearing.com

**Baystate Deaf Senior Citizens
(East Longmeadow COA)**

328 North Main Street
 East Longmeadow, MA 01028
 413-525-5436
www.deafwebconnections.org/bdsc

Caption Call

801-293-6500
www.captioncall.com

Captel

1-800-233-9130
www.captel.com

Hampden Hearing Center

200 N. Main Street, Suite 103
 East Longmeadow, MA 01028
 413-525-7979 voice/TDD
www.hampdenhearing.com

**Massachusetts Commission
the Deaf and Hard of Hearing**

436 Dwight Street, Suite 204
 Springfield, MA 01103
 413-788-6427 voice/TTY
 413-301-0915 video phone
www.mass.gov

MassRelay

Dial 711 (within Massachusetts)
 Customer Service:
 800-720-3480 TTY
 800-720-3479 voice
 866-930-9252 Spanish TTY
www.mass.gov/massrelay

**Speech and Hearing Center
Holyoke Medical Center**

30 Hospital Drive
 Holyoke, MA 01040
 413-534-2508 voice/TTY
www.holyokehealth.com

Starkey Hearing Foundation

6700 Washington Avenue South
 Eden Prairie, MN 55344
 800-328-8602
www.starkeyhearingfoundation.org

Viability

60 Brookdale Drive
 Springfield, MA 01104
 413-781-5359
www.viability.org

DENTAL CLINICS

Caring Health Center
 473-532 Sumner Avenue
 Springfield, MA 01108
 413-739-1100
www.caringhealth.org

Chicopee Health Center – Dental Clinic
 601 Memorial Drive
 Chicopee, MA 01013
 413-420-2222
www.hhcinc.org

Holyoke Health Center
 230 Maple Street
 Holyoke, MA 01040
 413-420-2200
www.hhcinc.org

Health Care for the Homeless
 755 Worthington Street
 Springfield, MA 01105
 413-337-9100
www.communitycarecooperative.org

**Springfield Technical Community College
 Dental Clinic**
 1 Amory Square
 Building 20
 Springfield, MA 01102
 413-420-6250
www.hhcinc.org

DEVELOPMENTAL SERVICES

**Massachusetts Department
 of Developmental Services**
 436 Dwight Street, Suite 205
 Springfield, MA 01103
 413-784-1339
 413-784-1354 TTY
www.mass.gov

**Multicultural Community
 Services of the Pioneer Valley**
 1000 Wilbraham Road
 Springfield, MA 01109
 413-782-2500
www.mcsnet.org/services

Pathlight
 220 Brookdale Drive
 Springfield, MA 01104
 413-732-0531
www.pathlightgroup.org

Sunshine Village Community Services
 75 Litwin Lane
 Chicopee, MA 01020
 413-592-6142
www.sunshine.us

DISABILITY RESOURCES**DisabilityInfo**

55 Lake Avenue North, S3-301
 Worcester, MA 01655
 800-642-0249
 800-764-0200 TTY
www.disabilityinfo.org

MassMatch Assistive Technology

600 Washington Street
 Boston, MA 02111
 877-508-3974
 617-204-3815 TTY
www.massmatch.org

Massachusetts Assistive Technology Loan Program

Easter Seals Massachusetts
 18 Chestnut Street, Suite 200
 Worcester, MA 01608
 800-244-2756 ext. 428
 800-564-9700 TTY
www.easterseals.com

Massachusetts Equipment Distribution Program (MassEDP)

152 Campanelli Drive
 Middleborough, MA 02346
 800-300-5658 voice/TTY
www.mass.gov

Viability

60 Brookdale Drive
 Springfield, MA 01104
 413-781-5359
www.viability.org

Mobility Resource Adaptive Driving Marketplace

111 Stow Avenue, Suite 103
 Cuyahoga Falls, OH 44221
 866-771-7770
www.themobilityresource.com

REquipment DME Reuse Program

PO Box 311
 Methuen, MA 01844
 800-261-9841
www.dmereuse.org

Stavros Center for Independent Living (Amherst)

210 Old Farm Road
 Amherst, MA 01002
 800-804-1899 ext. 201
www.stavros.org

Stavros Center for Independent Living (Springfield)

227 Berkshire Avenue
 Springfield, MA 01109
 413-256-0473
 413-781-5555 voice/TTY
www.stavros.org

United Cerebral Palsy of Berkshire County (Assistive Technology Regional Center)

208 West Street
 Pittsfield, MA 01201
 413-442-1562 ext. 28
www.ucpwma.org

HOSPICE AND PALLIATIVE CARE

Hospice and palliative care are both services that aim to relieve symptoms and support people with serious, long-term, or terminal illnesses. Palliative care can occur at any point during the course of an illness and can be combined with treatment for the underlying disease. Hospice care is a specific type of palliative care only available when the patient has six months or less to live or has stopped seeking curative treatments. Both types of care honor the values and wishes of the individual and preserve human dignity.

For a list of local hospice and palliative programs, please contact our I&R Department at 413-781-8800.

Hospice Foundation of America

1-800-854-3402

www.hospicefoundation.org

Center to Advance Palliative Care

www.getpalliativecare.org

HOSPITALS (ACUTE CARE)**Baystate Medical Center**

759 Chestnut Street
Springfield, MA 01199
413-794-0000
www.baystatehealth.org

Baystate Noble Hospital

115 West Silver Street
Westfield, MA 01089
413-568-2811
www.baystatehealth.org

Baystate Wing Hospital

40 Wright Street
Palmer, MA 01069
413-283-7651
www.baystatehealth.org

Baystate Franklin Medical Center

164 High Street
Greenfield, MA 01301
413-733-0211
www.baystatehealth.org

Cooley Dickinson Hospital

30 Locust Street
Northampton, MA 01060
413-582-2000
www.cooleydickinson.org

Harrington Hospital

100 South Street
Southbridge, MA 01550
508-765-9771
www.harringtonhospital.org

Holyoke Medical Center, Inc.

575 Beech Street
Holyoke, MA 01040
413-534-2500
www.holyokehealth.com

Mercy Medical Center

271 Carew Street
Springfield, MA 01104
413-748-9000
www.trinityhealthofne.org

UMass Memorial Medical Center

55 Lake Avenue North
Worcester, MA 01605
508-334-1000
www.ummhealth.org

MEDICATION MANAGEMENT SYSTEMS**Louis & Clark Pharmacy's MediBubble**

309 East Street
Springfield, MA 01104
413-285-8518
www.medibubble.com

MedMinder

30 Wexford Street
Needham, MA 02494
888-633-6463
www.medminder.com

Philips Lifeline Medication Dispenser

855-332-7799
855-681-5351
www.lifeline.com

Be Safer at Home

800 West Cummings Park, Suite 6600
Woburn, MA 01801
781-205-4996
www.besaferathome.connectamerica.com

MENTAL HEALTH SERVICES

Mental health issues can impact anyone. If you or a loved one are having emotional distress or thoughts of suicide, **call 988** to connect with a trained specialist for support.

988 is free and available 24/7, 365 days a year via phone call, text, or chat at www.988lifeline.org/chat

Agawam Counseling Center

30 Southwick Street
Agawam, MA 01030
413-786-6410
www.agawam.ma.us

Baystate Behavioral Health

3330 Main Street
Springfield, MA 01199
413-794-5555 referrals
www.baystatehealth.org

Behavioral Health Network

417 Liberty Street
Springfield, MA 01104
413-733-1423 Central Intake
413-246-9675 Schedule Appointment
413-733-6661 Crisis Line
www.bhninc.org

Brattleboro Retreat

1 Anna Marsh Lane
Brattleboro, VT 05302
802-258-3700
800-738-7328
www.brattlebororetreat.org

BHN WellBeing Center (CBHC) Springfield

417 Liberty Street
Springfield, MA 01104
Core Clinic Services, Crisis Services, and
Adult Community Crisis Stabilization 800-734-5922
Youth Community Crisis Stabilization 413-301-8801
www.bhninc.org

Center for Behavioral Health

575 Beech Street
Holyoke, MA 01040
413-534-2698
www.holyokehealth.com

CHD Outpatient & Behavioral Health Services

332 Birnie Avenue
Springfield, MA 01107
413-733-6624
www.chd.org

CHD Community Behavioral Health Center

1109 Granby Road
Chicopee, MA 01020
1-833-243-8255
www.chd.org

Gandara Mental Health Center

147 Norman Street
West Springfield, MA 01089
413-736-8329
www.gandaracenter.org

Jewish Family Services of Western Mass.

1160 Dickinson Street
Springfield, MA 01108
413-455-1936
www.jfswm.org

Mental Health Association (MHA)

995 Worthington Street
Springfield, MA 01109
413-734-5376
www.mhainc.org

**National Alliance on Mental Illness
of Western Mass (NAMI)**

324A Springfield Street
Agawam, MA 01001
413-786-9139
800-295-2121
www.namiwm.org

MiraVista Behavioral Health Center

1233 Main Street
Holyoke, MA 01040
413-536-5111
800-274-7724
www.miravistabhccare

River Valley Counseling Centers

187 High Street
Holyoke, MA 01040
413-540-1234
800-286-8221
www.rvccinc.org

Valley Springs Behavioral Health Hospital

45 Lower Westfield Road
Holyoke, MA 01040
413-315-4100
www.valleyspringsbh.com

Viability, Inc.

985 Main Street, Suite 2
Springfield, MA 01103
413-733-1240
www.viability.org

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www.lifeline.com

Be Safer at Home

800 West Cummings Park, Suite 6600
Woburn, MA 01801
781-205-4996
www.besaferathome.connectamerica.com

QMedic

44 School Street, Suite B5
Boston, MA 02108
877-241-2244
www.qmedichealth.com

VRI Cares

1400 Commerce Center Drive
Franklin, OH 45005
800-860-4230
www.vricares.com

New England Emergency Response

15 Constitution Drive
Bedford, NH 03110
800-888-0388
www.neers.com

PODIATRY

Many local Senior Centers offer discounted podiatry services. Please contact your local town to learn more or call our I&R department at 413-781-8800.

FootCare by Nurses

413-367-8369

PediCare Services, LLC.

413-567-1029

PRESCRIPTION DRUG ASSISTANCE**National Council on Aging (Benefits Checkup)**

1-800-794-6559

www.benefitscheckup.org

Needy Meds

1-800-503-6897

www.needy meds.org

MCPHS Pharmacy Outreach Program

866-633-1617

www.mcphs.edu/patient-centers/pharmacy-outreach-program

Mass Medline (Medicare Part D)

1-800-633-4227

www.medicare.gov/drug-coverage-part-d

SHINE (Serving the Health Insurance Needs of Everyone)

The SHINE Program provides free health insurance information and counseling to all Massachusetts residents with Medicare and their caregivers. People who have Medicare or are about to become eligible for Medicare can meet with a counselor to learn about the benefits and options available.

Hampden County SHINE Program at the Raymond A. Jordon Senior Center

1476 Roosevelt Avenue

Springfield, MA 01109

413-750-2893

* Please note that GSSSI no longer has SHINE volunteers on staff. Please get in touch with the local regional SHINE program for assistance.

REHABILITATION SERVICES (IN-PATIENT ACUTE CARE)**Encompass Health Rehabilitation Hospital of Western Mass.**

222 State Street
 Ludlow, MA 01056
 413-308-3300
www.encompasshealth.com/westernmassrehab

Mercy Rehabilitation Hospital

233 Carew Street
 Springfield, MA 01104
 413-748-7001
www.trinityhealthofne.org

VISION AND BLINDNESS RESOURCES**American Printing House for the Blind**

1839 Frankfort Avenue
 Louisville, KY 40206
 800-223-1839
www.aph.org

iBill® Currency Identifier

877-874-4114
www.bep.gov

Mass. Commission for the Blind

437 Dwight Street, Room 109
 Springfield, MA 01103
 413-781-1290 voice/TDD, 800-332-2772
www.mass.gov

National Federation of the Blind

910 Liberty Street, P.O. Box 3512
 Springfield, MA 01101
 413-733-5547
www.nfb.org

National Braille Press

88 St Stephen Street
 Boston, MA 02115
 888-965-8965
www.nbp.org

Perkins Braille & Talking Books Library

175 North Beacon Street
 Watertown, MA 02472
 800-852-3133
 617-972-7690 TTY
www.perkins.org

Valley Eye Radio

44 Hampden Street
 Springfield, MA 01103
 413-747-7337
www.valleyeyeradio.org

ASSISTED LIVING RESIDENCES

Assisted Living Residences (ALRs) provide housing, meals, and personal care services to adults. They do not offer medical or nursing services. Most are private pay, but some may offer subsidies. Contact each listing directly for more information.

The Arbors at Amherst

130 University Drive
Amherst, MA 01002
413-548-6800
www.arborsassistedliving.com

The Arbors at Chicopee

929 Memorial Drive
Chicopee, MA 01020
413-593-0088
www.arborsassistedliving.com

The Arbors at Westfield

40 Court Street
Westfield, MA 01085
413-562-0001
www.arborsassistedliving.com

Armbrook Village

551 North Road
Westfield, MA 01085
413-568-0000
www.seniorlivingresidences.com

The Atrium at Cardinal Drive

153 Cardinal Drive
Agawam, MA 01001
413-821-9911
www.benchmarkseniorliving.com

Glenmeadow

24 Tabor Crossing
Longmeadow, MA 01106
413-567-7800
www.glenmeadow.org

Christopher Heights of Belchertown

99 Front Street
Belchertown, MA 01007
413-323-5500
www.christopherheights.com

Christopher Heights of Northampton

50 Village Hill Road
Northampton, MA 01060
413-584-0701
www.christopherheights.com

East Village Place

50 Benton Drive
East Longmeadow, MA 01028
413-525-8150
www.watermarkcommunities.com

Heritage Woods

462 Main Street
Agawam, MA 01001
413-786-9704
www.genesishcc.com

Keystone Commons

460 West Street
Ludlow, MA 01056
413-583-6611, 413-308-3015, 413-569-8011
www.keystonesenior.com

Prosper at Monastery Heights

110 Monastery Avenue
West Springfield, MA 01089
413-781-1282
www.prosperlifecare.com

Day Brook Village Senior Living

298 Jarvis Avenue
Holyoke, MA 01040
413-538-7551
www.daybrookvillage.org

Loomis Lakeside at Reeds Landing

807 Wilbraham Road
Springfield, MA 01109
413-355-5803
www.loomiscommunities.org

Loomis Village

20 Bayon Drive
 South Hadley, MA 01075
 413-588-5100
www.loomiscommunities.org

Mason-Wright Retirement Community

74 Walnut Street
 Springfield, MA 01105
 413-733-1517
www.masonwright.org

Orchard Valley at Wilbraham

2387 Boston Road
 Wilbraham, MA 01095
 413-596-0006
www.benchmarkseniorliving.com

River Mills Assisted Living at Chicopee Falls

7 River Mills Drive
 Chicopee, MA 01020
 413-531-0995
www.rivermillsal.com

The Reserve at East Longmeadow

741 Parker Street
 East Longmeadow, MA 01028
 413-351-3483
www.meridiansenior.com

Rockridge Retirement Community

25 & 37 Coles Meadow Road
 Northampton, MA 01060
 413-586-2902
www.rockridgema.org

Ruth's House

780 Converse Street
 Longmeadow, MA 01106
 413-567-6212
www.jgslifecare.org

Sarawood

1 Loomis Avenue
 Holyoke, MA 01040
 413-532-7879
www.sarawoodassistedliving.com

Southwick Village

802 College Highway
 Southwick, MA 01077
 413-887-3638
www.storypoint.com

The Wellington at Springfield

942 Grayson Drive
 Springfield, MA 01119
 413-426-9868
www.sonidaseniorliving.com



REST HOMES

Rest Homes provide supervision and support services for individuals who do not routinely need nursing or medical care. They provide housing, meals, activities, and medication administration for those seeking a supportive living arrangement. Most offer private pay and subsidized options for those who qualify. Please contact each listing directly for more information.

Beaven Kelly Home

25 Brightside Drive
Holyoke, MA 01040
413-532-4892
www.trinityhealthseniorcommunities.org

Ellen Rice Rest Home

38 Warner Street
Springfield, MA 01103
413-733-7162
www.ellenriceresthome.com

Lathrop Home

215 South Street
Northampton, MA 01060
413-584-2865
www.lathrophome.org

River Valley Rest Home

159 Pine Street
Florence, MA 01062
413-584-3776
www.rivervalleyresthome.com

Saint Luke's Home

85 Spring Street
Springfield, MA 01105
413-736-5494
www.holidayseniorliving.com

INDEPENDENT LIVING COMMUNITIES

Independent living communities are for adults, generally ages 55 and older, who don't need assistance with activities of daily living (ADLs) such as personal care but are looking for a living environment that offers additional support, onsite amenities, and socializing opportunities and activities. Most have other services available for a fee and are private pay. Please contact each listing directly for more information.

Applewood at Amherst

1 Spencer Drive
Amherst, MA 01002
413-253-9833
www.loomiscommunities.org

Blue Bird Estates

1 Apple Blossom Lane
East Longmeadow, MA 01028
413-525-8600
413-862-9600
www.holidayseniorliving.com

Christopher Heights of Belchertown

99 Front Street
Belchertown, MA 01007
413-323-5500
www.christopherheights.com

Christopher Heights of Northampton

50 Village Hill Road
Northampton, MA 01060
413-584-0701
www.christopherheights.com

Keystone Commons

460 West Street
Ludlow, MA 01056
413-583-6611
413-351-3479
www.keystonesenior.com

Providence Place

5 Gamelin Street
Holyoke, MA 01040
413-564-9700
www.providenceplace.org

Quail Run Estates

50 Cardinal Drive
 Agawam, MA 01001
 413-786-9688
www.holidayseNIorliving.com

Glenmeadow

24 Tabor Crossing
 Longmeadow, MA 01106
 413-567-7800
www.glenmeadow.org

The Wellington at Springfield

936 Grayson Drive
 Springfield, MA 01119
 413-426-9868
www.sonidaseniorliving.com

NURSING HOMES

Skilled nursing facilities (SNFs), commonly known as Nursing Homes, offer various health and personal care services. These services include nursing care, medication management, personal care, meals, and assistance with daily activities. Additionally, these facilities may provide rehabilitation services, such as physical, occupational, and speech therapy. Payment options vary, and it is recommended to contact each listing directly for more information.

Agawam East Rehab and Nursing

464 Main Street
 Agawam, MA 01001
 413-333-2200
www.agawameast.com

Chicopee Rehab and Nursing Center

44 New Lombard Road
 Chicopee, MA 01020
 413-592-7738
www.chicopeernc.com

Agawam North Rehab and Nursing

55 Cooper Street
 Agawam, MA 01001
 413-333-2400
www.agawamnorth.com

East Longmeadow Skilled Nursing Center

305 Maple Street
 East Longmeadow, MA 01028
 413-525-6361
www.eastlongmeadownursing.org

Agawam South Rehab and Nursing

65 Cooper Street
 Agawam, MA 01001
 413-786-8000
www.agawamsouth.com

JGS LifeCare

770 Converse Street
 Longmeadow, MA 01106
 413-567-6211
www.jgslifecare.org

Agawam West Rehab and Nursing

61 Cooper Street
 Agawam, MA 01001
 413-294-6800
www.agawamwest.com

Lifecare Center of Wilbraham

2399 Boston Road
 Wilbraham, MA 01095
 413-596-3111
www.lcca.com

Care One at Redstone

135 Benton Drive
 East Longmeadow, MA 01028
 413-525-3336
www.care-one.com

Day Brook Village Senior Living

298 Jarvis Avenue
 Holyoke, MA 01040
 413-538-7551
www.daybrookvillage.org

Loomis Lakeside at Reeds Landing

807 Wilbraham Road
Springfield, MA 01109
413-782-1800
www.loomiscommunities.org

Mary's Meadow at Providence Place

12 Gamelin Street
Holyoke, MA 01040
413-420-2500
www.sisofprov.org

Mission Care at Holyoke

35 Holy Family Road
Holyoke, MA 01040
413-532-3246
www.missioncareatholyoke.com

Palmer Health Care Center

250 Shearer Street
Palmer, MA 01069
413-283-8361
www.palmerhc.wixsite.com/palmer-healthcare

Quaboag Rehabilitation & Skilled Care Center

47 East Main Street
West Brookfield, MA 01585
508-867-7716
www.quaboagonthecommon.com

Renaissance Manor on Cabot

279 Cabot Street
Holyoke, MA 01040
413-536-3435
www.geneshicc.com

Westfield Center

60 East Silver Street
Westfield, MA 01085
413-562-5121
www.geneshicc.com

Westfield Gardens

37 Feeding Hills Road
Westfield, MA 01085
413-568-2341
www.nursing-rehab.com

Chestnut Hill of East Longmeadow

32 Chestnut Street
East Longmeadow, MA 01028
413-525-1893
www.bearmountainhc.com

Vantage Health and Rehab of Hampden

34 Main Street
Hampden, MA 01036
413-566-5511
www.myvantagecare.com

Veteran's Home

(formerly Holyoke Soldiers Home)
110 Cherry Street
Holyoke, MA 01040
413-532-9475
www.mass.gov/orgs/
veterans-home-in-holyoke

Sixteen Acres Healthcare Center

485 Bicentennial Highway
Springfield, MA 01118
413-796-7511
www.bearmountainhc.com

Bear Mountain at West Springfield

42 Prospect Street
West Springfield, MA 01089
413-733-3151
www.bearmountainhc.com

Vantage Health and Rehab of Wilbraham

9 Maple Street
Wilbraham, MA 01095
413-566-5511
www.myvantagecare.com

NURSING FACILITY RESOURCES

Massachusetts Executive Office of Health and Human Services - Long Term Care Ombudsman Program

800-AGE-INFO
(800-243-4636)
[www.mass.gov/guides/
choosing-a-nursing-home](http://www.mass.gov/guides/choosing-a-nursing-home)

Greater Springfield Senior Services, Inc. Long-Term Care Ombudsman Program

66 Industry Avenue, Suite 9
Springfield, MA
413-781-8800
www.gsssi.org

Massachusetts Department of Public Health

10 West Street
Boston, MA
617-753-8000
[www.mass.gov/orgs/
bureau-of-health-care-safety-and-quality](http://www.mass.gov/orgs/bureau-of-health-care-safety-and-quality)

The National Consumer Voice for Quality Long-Term Care

1001 Connecticut Avenue, NW, Suite 632
Washington, DC
202-332-2275
www.theconsumervoice.org



**GREATER SPRINGFIELD
SENIOR SERVICES, INC.**
DIGNITY - PASSION - PURPOSE

SUBSIDIZED HOUSING

CHAMP (Common Housing Application for Massachusetts Programs) is a website where you can apply for multiple state-aided subsidized housing options and view any existing applications you may have. However, please note that this website does not cover other voucher programs or federal public housing. For those programs, you will need to contact your local housing agency. You can access CHAMP at www.publichousingapplication.ocd.state.ma.us

For more information about available subsidized housing, please contact your local housing authority or call our I&R department at 413-781-8800.

AGAWAM

Agawam Housing Authority

66 Meadowbrook Manor
Agawam, MA 01001
413-786-1297
www.agawamhousing.org

Colonial Haven

886 Main Street
Agawam, MA 01001
413-786-1297

Country View

95 North Westfield Street
Agawam, MA 01001
413-786-1297

Pheasant Hill Village

25 Pheasant Hill Drive
Agawam, MA 01001
413-789-1131

BRIMFIELD

Brimfield Housing Authority
20 Colonial Park
Brimfield, MA 01010
413-245-7056
www.brimfieldhousing.org

CHICOPEE

Chicopee Housing Authority

128 Meeting House Road
Chicopee, MA 01013
413-592-6132
www.chicopeehousing.org

McKinley House

38 Asinof Avenue
Chicopee, MA 01013
413-594-1929

EAST LONGMEADOW

East Longmeadow Housing Authority

82 Quarry Hill Road
East Longmeadow, MA 01028
413-525-7057
www.eastlongmeadowma.gov

Brownstone Gardens I & II

75 Pleasant Street
East Longmeadow, MA 01028
413-525-4596

Brownstone Gardens III

110 Somers Road
East Longmeadow, MA 01028
413-525-7329

HAMPDEN

Hampden Housing Authority

26 Springmeadow Lane
Hampden, MA 01036
413-566-8157
www.hampdenma.gov/housing-authority

HOLYOKE**Holyoke Housing Authority**

475 Maple Street, Suite 1
 Holyoke, MA 01040
 413-539-2220
www.holyokehousing.org

Elmwood Towers

485 South Street
 Holyoke, MA 01040
 413-533-6004

Holyoke Towers

582 Pleasant Street
 Holyoke, MA 01040
 413-532-5122

Prospect Heights

41 Chestnut Street
 Holyoke, MA 01040
 413-536-2834

Sycamore House

287 Essex Street
 Holyoke, MA 01040
 413-534-3259

LUDLOW**Ludlow Housing Authority**

114 Wilson Street
 Ludlow, MA 01056
 413-589-7272
www.ludlowhousing.com

Stevens Memorial Senior Housing

12 Chestnut Street
 Ludlow, MA 01056
 413-233-1705

PALMER**Palmer Housing Authority**

13 Fletcher Street
 Palmer, MA 01069
 413-283-9311
www.palmerhousing.org

Palmer Green Estates

1 Beacon Drive
 Palmer, MA 01069
 413-283-9753

LONGMEADOW**Longmeadow Housing Authority**

20 Williams Street
 Longmeadow, MA 01106
 413-565-4100
www.longmeadowma.gov/1240/housing-authority

Emerson Manor

114 Emerson Road
 Longmeadow, MA 01106
 413-567-0601

Genesis House

832 Converse Street
 Longmeadow, MA 01106
 413-567-0350

SPRINGFIELD**Springfield Housing Authority**

35 Saab Court
 Springfield, MA 01151
 413-785-4500
 413-785-4517 applications
www.springfieldhousingauthority.org

Baystate Place

414 Chestnut Street
 Springfield, MA 01104
 413-733-7894

Bergen Circle Apartments

15 Girard Street
 Springfield, MA 01109
 413-781-5010

Chateau Apartments

5 Temple Street
 Springfield, MA 01105
 413-739-9774

Skyview Downtown

10 Chestnut Street
 Springfield, MA 01103
 413-731-0900

Costello House

1477 Roosevelt Avenue
 Springfield, MA 01109
 413-732-7953

Edgewater Tower

101 Lowell Street
 Springfield, MA 01107
 413-788-6100

Highland House

250 Oak Grove Avenue
 Springfield, MA 01109
 413-736-8720

Hotel Worthy Apartments

193 Worthington Street
 Springfield, MA 01103
 413-736-2502

Hunter Place

69 Andrew Street
 Springfield, MA 01109
 413-732-4111

Independence House

1475 Roosevelt Avenue
 Springfield, MA 01109
 413-732-7953

Linden Towers

310 Stafford Street
 Springfield, MA 01104
 413-737-5588

Maple Commons

60 School Street
 Springfield, MA 01105
 413-734-7771

Main & Wendell Arms

549 Main Street
 Springfield, MA 01105
 413-739-9774

St. James Commons

23 Oak Street
 Springfield, MA 01109
 413-732-4111

St. James Manor

704-744 St James Avenue
 Springfield, MA 01104
 413-732-4111

Seniority House

307 Chestnut Street
 Springfield, MA 01104
 413-739-2243

Van Hayden Apartments

754 State Street
 Springfield, MA 01109
 413-732-4111

Worthington Commons

109 Federal Street
 Springfield, MA 01105
 413-732-4784

SOUTHWICK

Southwick Housing Authority

12 Depot Street
Southwick, MA 01077
413-569-3161
www.southwickma.org/housing-authority

WALES

Silver Meadow Apartments

One Royce Lane
Wales, MA 01081
774-292-2382

WEST SPRINGFIELD

West Springfield Housing Authority

37 Oxford Place
West Springfield, MA 01089
413-788-0988
www.wsha37.org

WILBRAHAM

Wilbraham Housing Authority

88 Stony Hill Road
Wilbraham, MA 01095
413-543-1700
www.wilbraham-ma.gov/117/housing-authority

Falcon Knoll

28 Miles Morgan Court
Wilbraham, MA 01095
413-596-8228

Wilbraham Commons

269 Stony Hill Road
Wilbraham, MA 01095
413-596-8372



DENTAL

Dental insurance enrollments are available year-round through the Massachusetts Health Connector. Some Medicare plans may also have additional dental benefits, and it is advisable to contact your Medicare plan directly for more information.

Health Connector

877- MA-ENROLL

877-623-7773 TTY

www.mahealthconnector.org

HEALTH CONNECTOR

The Health Connector is a state-based health insurance marketplace that makes shopping for affordable health and dental coverage easier for Massachusetts residents looking for affordable coverage or not eligible for insurance through employment.

Health Connector

877- MA-ENROLL

877-623-7773 TTY

www.maconnector.org

Health Care for All Helpline

800-272-4232

www.hcfama.org

LONG-TERM CARE INSURANCE

Long-Term Care Insurance is private insurance that may assist in paying for in-home care and care in a nursing home. It is advisable to review all policies annually for the most up-to-date benefits.

American Association for Long-Term Care Insurance

818-597-3227

www.aaltci.org

The Consumer's Guide to Long-Term Care Insurance Division of Insurance

617-521-7777

www.mass.gov/doc/long-term-care-guide

The Federal Long-Term Care Insurance Program

800-582-3337

www.ltcfeds.com

MASSHEALTH (MEDICAID)

MassHealth is a joint federal and state program for low to moderate-income residents. Coverage options vary based on age, income, and medical conditions.

MassHealth Enrollment Center

88 Industry Avenue
 Springfield, MA 01104
 800-841-2900 Customer Service
 888-665-9997 TTY
To obtain an application:
www.mass.gov/eohhs

For free assistance in completing an application, please get in touch with a Certified Application Counselor (CAC) by calling 887-623-7773 or 800-841-2900.

MEDICARE

Medicare is a federal health insurance program offered solely to older adults (65 and older) or those who have a disability and receive SSDI. Medicare is divided into several parts (A, B, C, and D), and many plan options are available across the state.

Medicare

1-800-MEDICARE (800-633-4227)
 TTY 877-486-2048
 A live chat feature is now available on their website
www.medicare.gov

Medicare Advocacy Project (MAP)

One Monarch Place, Suite 400
 Springfield, MA 01144
 413-781-7814
 855-252-5342
www.seniorconnection.org

SHINE (Serving the Health Insurance Needs of Everyone)

The SHINE Program provides free health insurance information and counseling to all Massachusetts residents with Medicare and their caregivers. People who have Medicare or are about to become eligible for Medicare can meet with a counselor to learn about the benefits and options available.

Hampden County SHINE Program at the Raymond A. Jordon Senior Center

1476 Roosevelt Avenue
 Springfield, MA 01109
 413-750-2893

* Please note that GSSSI no longer has SHINE volunteers on staff. Please get in touch with the local regional SHINE program for assistance.

PROGRAM FOR ALL-INCLUSIVE CARE OF THE ELDERLY (PACE)

The Program of All-inclusive Care for the Elderly (PACE) is a managed care insurance plan that MassHealth and Medicare administer to provide a wide range of medical, social, recreational, and wellness services to eligible participants. You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth, and MassHealth may pay your PACE premium.

For more information about eligibility or how to enroll, please contact the plan directly.

Mercy LIFE

200 Hillside Circle, Suite 1
West Springfield, MA 01089
413-748-7223
800-439-2370 TTY
www.trinityhealthpace.org

Summit ElderCare

101 Wason Avenue
Springfield, MA 01107
413-272-6178
www.summiteldercare.org

Serenity Care

604 Cottage Street
Springfield, MA 01104
413-241-6321
www.serenitypace.org



CAREGIVER GUIDE

Our colleagues at Central Massachusetts Area Agency on Aging, Elder Services of Worcester Area, Inc., Aging Services of North Central Massachusetts, and Tri-Valley, Inc. produced this section, and we thank them for allowing us to share their expertise and reprint sections of their “Caregiver Guide.”

WHO IS A CAREGIVER?

A caregiver may be an adult child, relative, spouse, partner, friend, neighbor, or anyone who provides emotional and physical assistance.

Primary Caregiver: Provides regular assistance with activities of daily living, assists in making decisions, and may, at times, act as the care recipient’s representative.

Long Distance Caregiver: Lives too far away to provide regular assistance, possibly out of state, and may depend on others to help with direct caregiving tasks.

Kinship Caregivers or Grandparents as Caregivers: Grandparents or relative caregivers; age 55 and older; raising a child under 18 or over the age of 18 living with a developmental disability.

PLANNING FOR THE CAREGIVER ROLE

Before a crisis occurs, it is crucial to determine an individual’s needs by discussing many relevant issues.

Helpful guidelines as you begin your caregiver journey:

- Clarify your caregiving role.
- Be wary of taking on the role of “rescuer” or a “dictator.” Encourage the individual to do what they can do.
- Involve the individual in decision-making when possible.
- Connect with the appropriate community resources, including family and friends.
- Learn proper techniques for hands-on care such as toileting, dressing, bathing, and making transfers by searching online videos or contacting in-home service providers for training.
- Develop a plan, but keep in mind it may change.
- Set a trial period and monitor the process.

Consider the following questions:

- Has the individual experienced a crisis (a stroke or fall), has a medical situation developed gradually (dementia, heart condition, arthritis), or has needs increased due to aging?
- Are there physical limitations, memory problems, or both?

- Is assistance needed with any of the following:

- | | | |
|--------------|---------------------|----------------------|
| ▪ Housework | ▪ Dressing | ▪ Bill Paying |
| ▪ Laundry | ▪ Toileting | ▪ Financial Planning |
| ▪ Meals | ▪ Emotional Support | ▪ Legal Issues |
| ▪ Bathing | ▪ Transportation | ▪ Medication |
| ▪ Management | ▪ Home Safety | ▪ Socialization |

- Would the individual consider help from a homemaker, companion, family member, or personal care worker?
- Is attending a social or adult day health center an option?
- Are services needed on an interim, daily, or 24-hour basis?
- What future housing arrangements would be most appropriate, and what would the care recipient prefer?
- Is there sufficient income to meet short and long-term needs? Are there insurance or other assets to pay for services?
- Has a Durable Power of Attorney been designated? Is there a completed Health Care Proxy?

Finding your way through the maze of government agencies and community services can be overwhelming.

Tips that may help:

- Write down your questions.
- Be organized, brief, and to the point.
- Record the name of the contact person with whom you speak and the date.
- Record the responses to your questions.
- Use each contact as a resource; ask what other services exist and what websites to review.

WHEN A CARE RECIPIENT RESISTS ASSISTANCE

Many people may resist accepting help because it can mean losing independence and control over certain aspects of their lives. They may view needing assistance as a sign of weakness or failure. Additionally, they may worry about the cost of care and feel uncomfortable disclosing personal financial information. Finally, the need for help may be seen as a step towards moving to a nursing home or other care facility.

Tips that may encourage an individual to accept assistance:

- Involve the person in decision-making
- Be respectful. If possible, the individual should still be in charge of their care. Your role may be to facilitate decisions rather than to make them.
- Watch for openings in the conversation. For example, “You mentioned feeling tired?” “Are you having trouble keeping up with your chores?”
- If the person doesn’t need help, give examples of instances that have caused you concern.
- Present the individual with multiple options.

If the person still refuses care:

- If this is a health or safety issue, be gentle but firm. For example: “This has to be addressed” or “We can’t put it off any longer.”
- Strategize how to help the individual accept care by calling a family meeting.
- Ask a trusted person, such as a close friend, relative, doctor, or clergy, to step in.
- **Don’t Give Up**

Look at services in stages – one service at a time.

- Try less intrusive services first (on a trial basis).
- Meals on Wheels
- Personal Emergency Response System
- Volunteer/Companion
- Transportation

An individual may refuse care initially but keep offering and providing acceptable care. Look for opportunities to help during illness or after a hospitalization.

Most importantly, be positive, persistent, and patient!

EVALUATE WHEN A PERSON CAN NO LONGER MAKE SAFE DECISIONS

Some signs of concern include:

- Not eating, bathing, or providing essential self-care.
- Not paying bills or answering mail.
- Giving away money inappropriately.
- Doing dangerous things such as leaving on stove burners.
- Showing symptoms of memory loss or confusion.

If the individual is exhibiting these signs or if you have any other concerns, please get in touch with our I&R department at 413-781-8800 for resources and support.

CARING FOR THE CAREGIVER

Being a caregiver can be rewarding, but it can also be emotionally and physically draining. It's easy to neglect your well-being while caring for someone else, which can put you at risk and prevent you from providing proper care. Don't judge yourself based on the individual's response. Instead, focus on educating yourself and asking for help when necessary. Remember, everyone goes through tough times, but it's essential to prioritize your health to take care of others effectively.

How to Take Care of Yourself

- Prioritize your caregiving responsibilities.
- Be realistic. Don't feel you have to do everything yourself.
- Keep in touch with friends. Don't isolate yourself.
- Ask for help. Often, friends and relatives need you to identify how they can be helpful.
- Acknowledge your limitations. Know when the stresses are becoming too much to bear and that you must regain your strength and objectivity.
- Educate yourself about the condition of the person you are caring for. Expect some decline, and do not blame yourself for it.
- Allow yourself to grieve the losses that accompany illness.
- Rest, exercise, learn stress management and relaxation techniques, and get enough sleep.
- Attend a caregiver support group, in person or online.
- Keep appointments with your medical providers.
- Do something special for yourself regularly.
- Seek help when needed.
- Don't lose your sense of humor. Laugh, even!

THE CAREGIVER'S EMOTIONAL HEALTH

Taking care of a loved one can be a fulfilling experience, but it can also be challenging. It's common for caregivers to feel anxious, sad, or overwhelmed while performing their caregiving tasks. If these feelings persist and cause depression or anxiety, it's essential to talk to a doctor. Remember, both depression and anxiety are treatable conditions, so don't hesitate to seek help.

Caregivers should seek professional help if these symptoms interfere with their everyday lives.

- Feelings of worthlessness
- Extreme guilt
- Persistent hopelessness
- Noticeable changes in sleep patterns or appetite
- Loss of energy or pleasure in ordinary activities
- Uncharacteristic withdrawal from others
- Thoughts of death or suicide
- Tearfulness or excessive crying

SUPPORT GROUPS

Support groups offer a space to share experiences, exchange information, find solutions to problems, and discover new resources. For caregivers, meeting others who are going through similar situations can be invaluable. While some people may not feel comfortable discussing their problems, knowing that others face similar challenges can provide great relief. It's comforting to know that you're not alone.

For an updated list of local support groups in the area, please call our I&R department at 413-781-8800.

HOLDING A FAMILY MEETING

It is important to note that the attendees of a family meeting may differ depending on the family. However, it is crucial to include all individuals who are currently or will be involved in the care of the individual, such as family members, friends, neighbors, paid caregivers, and professionals. By involving more people in the care, it can help reduce the sense of isolation felt by the caregiver. Additionally, it is necessary to ensure that the individual receiving care is interested in attending the meeting unless they have a condition that may make participating challenging.

Tips for a successful family meeting:

- Prepare an agenda, send it out beforehand, and allow for input from others. Agenda items may include daily caregiving needs, giving arrangements, financial concerns, and what support role each person will play.
- Consider arranging for an outside facilitator.
- If an individual cannot attend the meeting, use technology to involve them, such as video conference or telephone communication.
- Brainstorm solutions to the current and future issues. Not all problems can be solved; work to find common ground.
- Discuss essential decisions that must be made and who will make each of them.
- Be sure to allow everyone at the meeting the opportunity to communicate their thoughts, feelings, and needs.
- Develop a plan and arrange for follow-up meetings.

The goal of a family meeting is to work as a team to provide the best care for the individual, even if there are conflicts among members.

LONG DISTANCE CAREGIVING

Individuals who live far from the person requiring care are long-distance caregivers, which can pose extra challenges.

Tips for Long-Distance Caregivers:

- Stay in touch with the care recipient regularly.
- Maintain an updated list of medical and emergency information.
- Utilize your visits to attend essential appointments, run errands, and socialize with the individual.
- Identify a trusted friend or neighbor to check in on the individual.
- Arrange for a professional geriatric care manager to set up and monitor services.
- While visiting, assess the situation for signs of safety issues, self-neglect, or elder abuse (i.e., financial exploitation, emotional, verbal, physical, or sexual abuse).
- Keep in contact with the local primary caregiver (i.e., offer emotional support or help manage finances).

ADDITIONAL HELPFUL WEBSITES:

Greater Springfield Senior Services' Family Caregiver Support Program www.gsssi.org

AARP Caregiver Information www.aarp.org/families/caregiving

Today's Caregiver Magazine www.caregiver.com

Family Caregiver Alliance www.caregiver.org

Helping You Help Aging Relatives www.caregiving.com

National Alliance for Caregiving www.caregiving.org

Caregiver's Library www.caregiverslibrary.org

Caregiver Information www.aplaceformom.com

Caring for Aging Parents www.agingcare.com

Caregivers www.care.com

Caregiver Organizational Tools www.lotsahelpinghands.com

Caregiver Action Network www.caregiveraction.org

Caregiving Services www.leadingage.org



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